



Maintenance and Service Guide

Compaq Presario Internet PC 5000 Series Computers

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CD or DVD DRIVE/
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CD or DVD Drive/ CD-RW Drive

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| CD Drive | | |
|---------------------|----------------------|--------|
| Dimensions | U.S. | Metric |
| Width | in | cm |
| Height | in | cm |
| Depth | in | cm |
| Weight | lb | kg |
| Modes Supported | | |
| CD-ROM | Mode 1 and Mode 2 | |
| CD-DA | Audio | |
| CD-XA | Mode 2, Form 1 and 2 | |
| Photo CD | Multiple Session | |
| Video-CDI | Multiple Session | |
| CD-Plus/CD-Extra/CD | Multiple Sesssion | |
| Enhanced | | |

| | | |
|-------------------------------|------------------|--------------|
| CD-RW | Multiple Session | |
| Block Size | | |
| CD-ROM | 2048 bytes | |
| Mode 1 and Mode 2 Form 1 (XA) | | |
| CD-ROM Mode 2 | 2336 bytes | |
| CD-DA | 2324 bytes | |
| CD-XA | 2324 bytes | |
| Center Hole | 1.5 mm diameter | |
| Diameter | 120 mm/80mm | |
| Thickness | 1.2mm | |
| Track Pitch | 1.6μm | |
| Access Time | | |
| Random | | |
| Full Stroke | | |
| Audio Output Level | | |
| Line Out | 0.7 Vrms ±20% | |
| Headphone | 0.6 Vrms ±20% | |
| Cache Buffer | 256 KB | |
| Data Transfer Rate | | |
| | Mode 1 | Mode 2 |
| Sustained | 4800 KB/sec | 5475 KB/sec |
| | KB.sec (32x) | KB/sec (32x) |
| Burst | MB/sec | MB/sec |
| Startup Time | < 5 sec | |
| Stop Time | < 5 sec | |

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| DVD Drive | | |
|--------------------|------|--------|
| Dimensions | U.S. | Metric |
| Width | in | cm |
| Height | in | cm |
| Depth | in | cm |
| Weight | lb | kg |
| Modes Supported | | |
| Block Size | | |
| Center Hole | | |
| Diameter | | |
| Thickness | | |
| Track Pitch | | |
| Access Time | | |
| Random | | |
| Full Stroke | | |
| Audio Output Level | | |
| Line Out | | |
| Headphone | | |
| Cache Buffer | | |
| Data Transfer Rate | | |
| Sustained | | |
| Burst | | |
| Startup Time | | |
| Stop Time | | |

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| CD-RW Drive | | |
|-------------------------------|----------------------|--------|
| Dimensions | U.S. | Metric |
| Width | in | cm |
| Height | in | cm |
| Depth | in | cm |
| Weight | lb | kg |
| Modes Supported | | |
| CD-ROM | Mode 1 and Mode 2 | |
| CD-DA | Audio | |
| CD-XA | Mode 2, Form 1 and 2 | |
| Photo CD | Multiple Session | |
| Video-CDI | Multiple Session | |
| CD-Plus/CD-Extra/CD | Multiple Session | |
| Enhanced | | |
| CD-RW | Multiple Session | |
| Block Size | | |
| CD-ROM | 2048 bytes | |
| Mode 1 and Mode 2 Form 1 (XA) | | |
| CD-ROM Mode 2 | 2336 bytes | |
| CD-DA | 2324 bytes | |
| CD-XA | 2324 bytes | |
| Center HOle | 1.5 mm diameter | |
| Diameter | 120 mm/80mm | |
| Thickness | 1.2 mm | |
| Track Pitch | 1.6µm | |

| | | |
|--------------------|--------------------|--------------|
| Access Time | | |
| Random | < 95 ms | |
| Full Stroke | < 190 ms | |
| Audio Output Level | | |
| Line Out | 0.7 Vrms \pm 20% | |
| Headphone | 0.6 Vrms \pm 20% | |
| Cache Buffer | 256 KB | |
| Data Transfer Rate | | |
| | Mode 1 | Mode 2 |
| Sustained | 4800 KB/sec | 5475 KB/sec |
| | KB/sec (32x) | KB/sec (32x) |
| Burst | MB/sec | MB/sec |
| Startup Time | < 5 sec | |
| Stop Time | < 5 sec | |

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| Spare Part Description | | Spare Part No. |
|------------------------|--|----------------|
| 1 | CD, CD-RW, and DVD Drive | |
| | CD-RW Drive 4x4x32 Quartz Models: 5WV233, 5WV236, 5WV253, 5WV254, 5WV257, 5WV275 | 191162-001 |
| | CD-ROM Drive 40x Quartz Models: 5WV230, 5WV232, 5WV233, 5WV235, 5WV252, 5WV253, 5WV254, 5WV257, 5WV270, 5WV277 | 191160-001 |
| | DVD Drive 10x Models: 5WV257, 5WV275, 5WV283, 5WV287, 5WV293, 5WV295, 5WV271, 5WV282, 5WV285, 5WV290, 5WV293, 5WV294, 5WV295, 5WV297, | 196748-001 |

| | | |
|---|---|------------|
| 2 | ZIP Drive | |
| | ZIP Drive Quartz 100-GB All Models | 191167-001 |
| | | |
| 3 | Hard Drives | |
| | 10.0GB 5400 Models: 5WV230, 5WV237 | 197797-001 |
| | 20.0GB 5400 Models: 5WV210, 5WV232, 5WV233, 5WV251, 5WV254, 5WV255, 5WV257, 5WV270, 5WV275, 5WV271, 5WV280, 5WV282, 5WV287, 5WV295 | 197799-001 |
| | 30.0GB 5400 Models: 5WV253, 5WV280, 5WV283 ,5WV290 | 168628-001 |
| | 40.0GB 5400 Models: 5WV283, 5WV285, 5WV290, 5WV293, 5WV294, 5WV297 | 173342-001 |
| | 60.0GB 5400 Model: 5WV295 | 201527-001 |
| | | |
| 4 | Disk Drive | |
| | 1.44-MB Disk Drive Quartz All Models | 191168-001 |

| | |
|------|--|
| NOTE | The computer serial number should be provided to Compaq whenever requesting information or ordering spare parts. |
|------|--|



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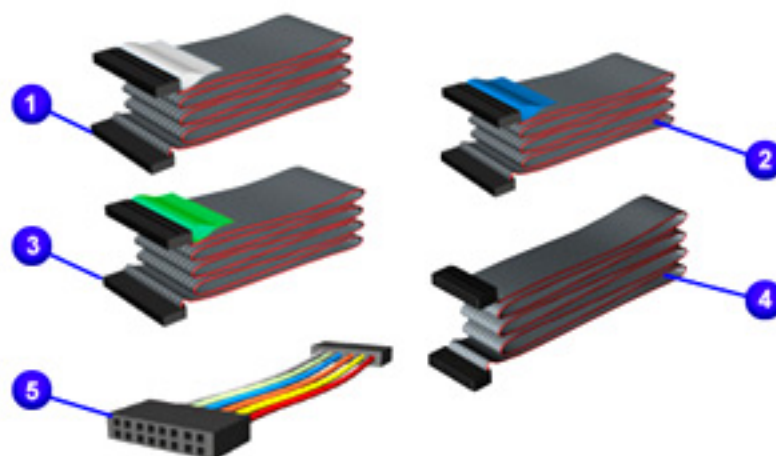
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Cables



| | Spare Part Description | Spare Part No. |
|---|--------------------------|----------------|
| 1 | CD/DVD Drive Cable | 209863-001 |
| 2 | Hard Drive Cable | 209865-001 |
| 3 | 1.44-MB Disk Drive Cable | 209864-001 |
| 4 | USB Data Cable | 202405-001 |
| 5 | Board Cable | 202458-001 |
| | Not Pictured | |
| | Dual Conn Cable | 202456-001 |
| | CD Audio Cable (18-inch) | 174773-001 |

| | | |
|--|------------------|------------|
| | IDE Cable | 202457-001 |
| | RJ11 Modem Cable | 198220-001 |
| | Telephone Line | 137256-001 |



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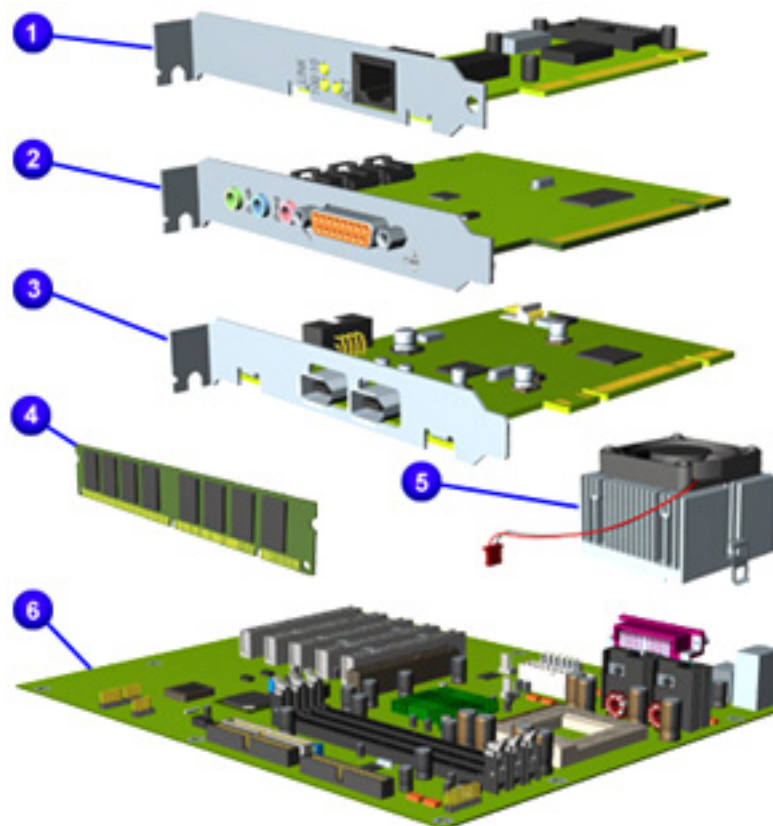
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Standard and Optional Boards



| Spare Part Description | | Spare Part No. |
|------------------------|--|----------------|
| | Standard and Optional Boards | |
| 1 | Network Interface Card (NIC) 10/100 Models: 5WV230, 5WV290 | 157045-001 |
| 2 | Sound Card | |
| 3 | 1394 Card | |
| 4 | Memory Module | |
| | 64-MB 100 MHz Memory Module DIMM Models: 5WV210, 5WV230, 5WV233, 5WV235, 5WV236, 5WV237, 5WV251, 5WV253, 5WV254, 5WV257, 5WV270, 5WV271, 5WV275, 5WV287, 5WV295 | 179190-001 |
| | PC 133 128-MB Memory Module SDIMM Models: 5WV280, 5WV283, 5WV290, 5WV293, 5WV295, 5WV296, 5WV297 | 170081-001 |
| 5 | Microprocessor/Heatsink Assembly | |
| | 650 MHz Processor Models: 5WV210, 5WV230, 5WV232, 5WV233, 5WV235, 5WV236, 5WV237 | 214549-001 |
| | 700 MHz Processor Model: 5WV253 | 214546-001 |
| | 700 MHz Processor Models: 5WV251, 5WV252, 5WV253, 5WV254, 5WV257 | 214550-001 |
| | 750 MHz Processor Models: 5WV257, 5WV270, 5WV271, 5WV272, 5WV275, 5WV277, 5WV295, | 197611-001 |
| | 850 MHz Processor Models: 5WV287, 5WV296 | 217157-001 |
| | 900 MHz Processor Models: 5WV285, 5WV293, 5WV294 | 200404-001 |
| | 950 MHz Processor Model: 5WV297 | 214547-001 |

| | | |
|------------------------|--|------------|
| | 1GHz Processor Models: 5WV282, 5WV290, 5WV293, 5WV295, | 200405-001 |
| 6 | System Board | |
| | System Board w/o processor | 217155-001 |
| Parts Not Shown | | |
| | Graphics Card | |
| | 8M Graphics Board Models: 5WV210, 5WV230, 5WV232, 5WV233, 5WV235, 5WV236, 5WV237, 5WV251, 5WV254, 5WV253, 5WV254, 5WV257, 5WV270, 5WV271, 5WV275, 5WV280, 5WV282, 5WV283, 5WV285, 5WV287, 5WV290, 5WV293, 5WV295, 5WV296, 5WV297 | 201827-001 |
| | M64/ 16MB Graphics Board (No TV) Models: N/A | 182757-001 |
| | M64/ 16MB Graphics Board (TV Out) Models: 5WV257, 5WV275, 5WV293 | 182758-001 |
| | NVID M64 32MB Graphics Board (TV Out) Models: 5WV287, 5WV290, 5WV295 | 192068-001 |
| | NVID M64 32MB Graphics Board (No TV) Models: 5WV295 | 203280-001 |



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Fax/Modem

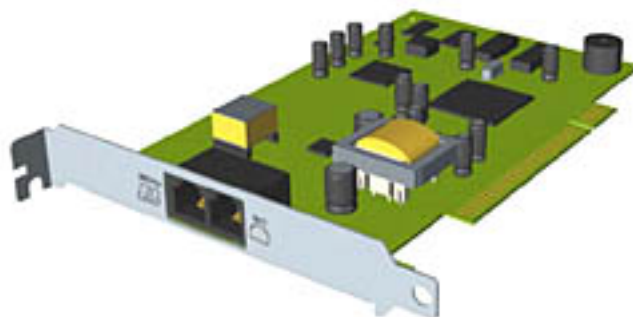
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| Spare Part Description | Spare Part No. |
|--|----------------|
| 56K Modem - Latin America Excluded Models: 5WV230, 5WV233, 5WV251, 5WV252, 5WV253, 5WV254, 5WV257, 5WV270, 5WV271, 5WV277, 5WV280, 5WV282, 5WV283, 5WV287, 5WV290, 5WV293, 5WV294, 5WV295, 5WV296 | 166386-002 |
| V.90 INTL CNXNT Modem Models: 5WV230, 5WV233, 5WV235, 5WV236, 5WV237, 5WV254, 5WV257, 5WV270, 5WV275, 5WV287, 5WV290, 5WV295 | 166385-002 |
| 56K CNTLS Modem Models: N/A | 128384-001 |
| Modem Adapters | |
| Modem Adapters-International | 198293-002 |
| Modem Adapters-Sweden | 198294-111 |

| | |
|---------------------------|------------|
| Adapters | |
| RJ11 P55 Adapter | 316920-331 |
| RJ11 P55 Adapter (Sweden) | 316904-101 |
| RJ11 Adapter (Finland) | 304398-351 |
| RJ11 Adapter | 304398-181 |
| RJ11 Adapter | 316904-081 |
| RJ11 Adapter | 304398-051 |
| RJ11 Adapter | 304398-011 |
| RJ11 Adapter | 158593-031 |
| RJ11 Adapter | 316904-061 |
| PTT/ RJ11 Adapter | 158593-031 |



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| Spare Part Description | Spare Part Number |
|---------------------------------|-------------------|
| USB Internet Keyboard (US) | 180190-007 |
| USB Internet Keyboard (UK) | 180190-037 |
| USB Internet Keyboard (France) | 180190-057 |
| USB Internet Keyboard (Italy) | 180190-067 |
| USB Internet Keyboard (Spain) | 180190-077 |
| USB Internet Keyboard (Denmark) | 180190-087 |
| USB Internet Keyboard (Norway) | 180190-097 |

| | |
|---------------------------------------|------------|
| USB Internet Keyboard (Sweden) | 180190-107 |
| USB Internet Keyboard (Switzerland) | 180190-177 |
| USB Internet Keyboard (Latin America) | 180190-167 |
| USB Internet Keyboard (Belgium) | 180190-187 |
| USB Internet Keyboard (Brazil) | 180190-207 |
| USB Internet Keyboard (Thailand) | 180190-287 |
| USB Internet Keyboard (Finland) | 180190-357 |
| USB Internet Keyboard (China) | 180190-AB7 |
| USB Internet Keyboard (International) | 180190-B37 |



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| Spare Part Description | Spare Part No. |
|---|----------------|
| Chassis Assembly w/ Side Panel | 215281-001 |
| 5.25 Inch Drive Rails (left/right side) | 210830-001 |
| 3.5 Inch Drive Rails (left/ right side) | 199353-001 |
| Front Bezel Assembly | 215279-001 |
| (2) Hard Drive Bracket (4 Screws) | 195413-001 |
| Trim Ring (Top Door) | 202398-001 |
| Access Door | 202399-001 |
| Power Switch w/ Holder | 199354-001 |
| Plastic Kit | 163345-001 |



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Disk Drive

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[SYSTEM BOARD](#)

| Disk Drive | |
|------------------------|---------------|
| Disk | |
| Size (in) | 3.5 (8.89 cm) |
| High Density | 1.44 |
| Light | Green |
| Height | One-third |
| Bytes per Sector | 512 |
| Sectors per Track | |
| High Density | 80 |
| Tracks per Side | |
| High Density | 80 |
| Low Density | 80 |
| Rotational Speed | 300 RPM |
| Read/Write Heads | 2 |
| Average Seek Time (ms) | |
| Track-to-Track | 3 |
| Setting Time | 15 (Max) |



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| Fax/Modem | |
|---------------------|--|
| General Description | |
| Support | Supports K56flex and/or ITU-T V.90 14400bps send and receive fax modem with automatic fallback to 12000, 9600, 7200, 4800, and 2400bps. |
| | Support fax service Class 1 (EIA/TIA 578). Support V.80 video ready modem. Built-in DTE interface with speed up to 115.2kbps or 57.6kbps, parallel 16550a UART-compatible interface. Power Management Registers to PCI Interface. |
| Data Mode | K56flex and/or ITU-T V.90 56kbps/s for highest Internet connection rates Ultrahigh compression throughput due to parallel access directly to the host PC. ITU-T V.34 extended rates 33600bps to 2400bps. V.32terbo, V.32bis and fallbacks. TIA/EIA 602 standard for AT command set. V.42 error correction (LAM and MNP). V.42bis and MNP Class 5 data compression. |
| Fax Mode | Fax modem send and receive rates up to 14400bps * V.17, V.29, V.27ter, and V.21 channel 2 * TIA/EIA 578 Class 1 FAX |
| Error Correction | ITU-T recommended V.42 error correction. V.42 error correction (LAM and MNP). |



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| Power Supply Assembly | |
|-----------------------|------------------------------|
| | U.S. |
| Input Specifications | |
| Nominal Line Voltage | 115 to 230 VAC |
| Range Input Line | 90 to 264 VAC |
| Frequency Range | 47 to 63 Hz AC |
| Input Current | 115V 3.00 AMPS |
| Input Current | 4.5 RMS@Max Load |
| Output Power | 145 Watts |
| Inrush Current | 80 A at 132 VAC (cold start) |
| Holdup Time | 16 ms from zero |
| Environment | Temperature Range |
| Operating | 10 to +50 C |
| Non-Operating | -40 to +66 C |



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SYSTEM BOARD

| General System Specifications | | |
|-------------------------------|---------------------------|-------------------------|
| Dimensions | Information Not Available | |
| | Height | in |
| | Length | in |
| | Width | in |
| Weight | | |
| Input Requirements | | |
| | Nominal Line Voltage | 115/230 VAC |
| | Range Line Voltage | 90-132 VAC, 180-264 VAC |
| | Line Frequency | 47-63 HZ |
| | Input Current | 4.5A RMS @ Max Load |
| Power (watts) | | |
| | Steady State | 145W |
| Environmental Requirements | | |
| Temperature | | |

| | | |
|-------------------------------------|--|---------------|
| Operating | 50° to 95° F | 10° to 35° C |
| Shipping | -4° to 140° F | -20° to 60° C |
| Humidity (noncondensing) | | |
| Operating | 8% to 90% | 8% to 90% |
| Nonoperating | 5% to 95% | 5% to 95% |
| Maximum Altitude (unpressurized) | | |
| Operating | 10,000 ft | 3048 m |
| Nonoperating | 30,000 ft | 9144 m |
| System Interrupts | | |
| Hardware IRQ | System Function | |
| IRQ 0 | System Timer | |
| IRQ 1 | Motherboard Resources | |
| IRQ 2 | Programmable Interrupt Controller | |
| IRQ 3 | ACPI IRQ Holder for PCI IRQ Steering | |
| IRQ 3 | Intel (r) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.1321 | |
| IRQ 4 | Motherboard Resources | |
| IRQ 5 | Intel (r) 82801AA SMBus Controller | |
| IRQ 5 | SoundMAX Integrated Digital Audio | |
| IRQ 5 | ACPI IRQ Holder for PCI IRQ Steering | |
| IRQ 6 | Standard Floppy Disk Controller | |
| IRQ 8 | System CMOS/real time clock | |
| IRQ 9 | SCI IRQ used by ACPI bus | |
| IRQ 11 | ACPI IRQ Holder for PCI IRQ Steering | |

| | | |
|-------------------|--|--|
| IRQ 11 | ACPI IRQ Holder for PCI IRQ Steering | |
| IRQ 11 | Texas Instruments OHCI IEEE 1394 Host Controller | |
| IRQ 11 | Intel (r) 82801AA USB Universal Host Controller | |
| IRQ 12 | Motherboard Resources | |
| IRQ 13 | Numeric Data Processor | |
| IRQ 14 | Primary IDE Controller (dual fifo) | |
| IRQ 14 | Intel (r) 82801AA Ultra ATA Controller | |
| IRQ 15 | Secondary IDE Controller (dual fifo) | |
| IRQ 15 | Intel (r) 82801AA Ultra ATA Controller | |
| Humidity | Non Condensing | |
| Operating | 20% to 90% RH | |
| Storage | 5% to 95% RH | |
| System I/O | | |
| I/O Address (Hex) | System Function (Shipping Configuration) | |
| 0000h-000Fh | Direct Memory Access Controller | |
| 0010h-001fh | Motherboard Resources | |
| 0020h-003fh | Programmable Interrupt Controller | |
| 004h-0043h | System Timer | |
| 004E-004fh | Motherboard Resources | |
| 0050h-0052h | Motherboard Resources | |
| 0060h-0060h | Motherboard Resources | |
| 0061h-0061h | System Speaker | |
| 0064h-0064h | Motherboard Resources | |

| | | |
|-------------|---|--|
| 0070h-0071h | System CMOS/real time clock | |
| 0072h-0077h | Motherboard Resources | |
| 0080h-008fh | Direct Memory Access Controller | |
| 0090h-009fh | Motherboard Resources | |
| 00A0h-00Bfh | Programmable Interrupt Controller | |
| 00C0h-00Dfh | Direct Memory Access Controller | |
| 00F0h-00FFh | Numeric Data Processor | |
| 0170h-0177h | Secondary IDE Controllwer (dual fifo) | |
| 0170h-0177h | Intel(r) 82801AA Ultra ATA Controller | |
| 01F0h-01F7h | Intel(r) 82801AA Ultra ATA Controller | |
| 01F0h-01F7h | Primary IDE controller (dual fifo) | |
| 0376h-0376h | Intel(r) 82801AA Ultra ATA Controller | |
| 0376h-0376h | Secondary IDE controller (dual fifo) | |
| 0390h-0397h | Motherboard resources | |
| 03B0h-03BBh | Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01. | |
| 03C0h-03DFh | Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01. | |
| 03F0h-03F5h | Standard Floppy Disk Controller | |
| 03F6h-03F6h | Primary IDE controller (dual fifo) | |
| 03F6h-03F6h | Intel(r) 82801AA Ultra ATA Controller | |
| 0400h-047Fh | Motherboard resources | |

| | | |
|----------------------|--|--|
| 04D0h-04D1h | Motherboard resources | |
| 0CF8h-0CFFh | PCI bus | |
| 2000h-20FFh | SoundMAX Integrated Digital Audio | |
| 2400h-243Fh | SoundMAX Integrated Digital Audio | |
| 2460h-246Fh | Intel(r) 82801AA Ultra ATA Controller | |
| 2460h-2467h | Primary IDE controller (dual fifo) | |
| 2468h-246Fh | Secondary IDE controller (dual fifo) | |
| EE00h-EE7Fh | Motherboard resources | |
| EE80h-EEBFh | Motherboard resources | |
| EEC0h-EEDFh | Intel(r) 82801AA USB Universal Host Controller | |
| EEE0h-EEEFh | Intel(r) 82801AA SMBus Controller | |
| System Memory | | |
| Memory Address | System Function | |
| 00000000h-0009FFFFh | System board extension for ACPI BIOS | |
| 000A0000h-000AFFFFh | Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) | |
| 000B0000h-000BFFFFh | Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) | |
| 000E0000h-000FFFFFFh | System board extension for ACPI BIOS | |
| 00100000h-07FFFFFFh | System board extension for ACPI BIOS | |
| 40000000h-40003FFFh | Texas Instruments OHCI IEEE 1394 Host Controller | |
| 40000000h-403FFFFFFh | Intel(r) 82801AA PCI Bridge | |

| | | |
|----------------------|--|--|
| 40300000h-403007FFh | Texas Instruments OHCI IEEE 1394 Host Controller | |
| 40400000h-4047FFFFh | Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) | |
| 44000000h-47FFFFFFh | Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) | |
| FFB80000h-FFBFFFFFFh | System board extension for ACPI BIOS | |
| FFF80000h-FFFFFFFFh | System board extension for ACPI BIOS | |
| System DMA | | |
| Hardware | System Function (Default) | |
| DMA 2 | Standard Floppy Disk Controller | |
| DMA 4 | Direct Memory Access Controller | |

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Hard Drives

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Compaq Computer Corporation uses IDE hard disk drives that conform to two different device I/O implementations. These are Conner mode and ATA-compatible mode. These two modes are incompatible with one another.

Important

Jumper settings are shown on top of the hard drives.



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CD and CD-RW Drive

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CD AND DVD
DRIVE/ CD-RW
DRIVE

| CD and DVD Drive | |
|------------------------------|-----------------|
| Optical Device Type | CD |
| Optical Device Speed | X |
| Optical Device Transfer Rate | 2500 - 6000KB/s |
| Interface | ATAPI |
| Transport Type | Tray Load |

| CD-RW Drive | |
|-------------------------|------------|
| Optical Device Type | CD-RW |
| Device Recording Speed | 2X Max |
| Device ReWrite Speed | 2X Max |
| Device CD Read Speed | 24X Max |
| Storage Capacity: Data | 650 MB |
| Storage Capacity: Music | 74 Minutes |
| Interface | EIDE/ATAPI |
| Transport Type | Tray Load |

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| Function | Description |
|----------------|-----------------|
| Keyboard | USB |
| Mouse | Miniature 6-Pin |
| Parallel | DSUB 25-Pin |
| Serial | DSUB 9-Pin |
| Video | 15-Pin VGA |
| Rear USB Ports | Dual high USB |
| Microphone In | Mini Stereo |
| Line In | Mini Stereo |
| Line Out | Mini Stereo |

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Internal System Board Connectors

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| Function | Description |
|-------------------------|-----------------------------------|
| DIMM Sockets (3) | 168-Pin DIMM |
| PCI Slots (5) | 32 Bit PCI Connector |
| Clear CMOS | 3-Pin Header |
| USB front I/O connector | 10-Pin 0.1 in Connector |
| Sleep Button & LEDs | 2x10 Pin Header |
| Battery Socket | 2-Pin Sacket |
| CD-ROM Audio (2) | 4-Pin Header, Key 2 |
| IDE Drives (2) | 40-Pin Headers, Key 20 |
| Disk Drive | 34-Pin Header |
| Internal Fans (2) | 3-Pin Intel Standard |
| Power Supply | 20-Pin ATX power supply connector |

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Electrostatic Discharge [\(Return to Service Considerations\)](#)

A sudden discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not be affected at all and will work perfectly throughout a normal cycle. Or it may function normally for a while, then degrade in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

Generating Static

The table below shows the different amounts of static electricity generated by different activities.

| Relative Humidity | | | |
|----------------------------------|----------|----------|---------|
| Event | 10% | 40% | 55% |
| Walking across carpet | 35,000 V | 15,000 V | 7,500 V |
| Walking across vinyl floor | 12,000 V | 5,000 V | 3,000 V |
| Motions of bench worker | 6,000 V | 800 V | 400V |
| Removing DIPS from plastic tubes | 2,000 V | 700 V | 400 V |
| Removing DIPS from vinyl trays | 11,500 V | 4,000 V | 2,000 V |

DVD Drive, Hard Drive,
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(RTC Battery,
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| | | | |
|---|----------|----------|---------|
| Removing DIPS from Styrofoam | 14,500 V | 5,000 V | 3,500 V |
| Removing bubble pack from PCBs | 26,000 V | 20,000 V | 7,000 V |
| Packing PCBs in foam-lined box | 21,000 V | 11,000 V | 5,000 V |
| NOTE: 700 volts can degrade a product | | | |

Preventing Electrostatic Damage to Equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following proper packaging and grounding precautions are necessary to prevent damage:

1. Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
2. Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
3. Place items on a grounded surface before removing them from their container.
4. Always be properly grounded when touching a sensitive component or assembly.
5. Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Use transporters and conveyors made of antistatic belts and metal roller bushings. Mechanized equipment used for moving materials must be wired to ground the proper materials selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Preventing Damage to Drives

To prevent static damage to hard drives, use the following precautions.

1. Handle drives gently, using static-guarding techniques.
2. Store drives in the original shipping containers.
3. Avoid dropping drives from any height onto any surface.
4. Handle drives on surfaces that have at least one inch of shock-proof foam.

5. Always place drives PCB assembly side down on the foam.

Grounding Methods

The method for ground must include a wrist strap or a foot strap at a grounded workstation. When seated, wear a wrist strap connected to a grounded system. When standing, use footstraps and a grounded floor mat.

| Static-Shielding Protection Levels | | | |
|------------------------------------|--------------------|-----------------------|---------------------|
| Method | Antistatic Plastic | Carbon-Loaded Plastic | Metallized Laminate |
| Voltages | 1,500 | 7,500 | 15,000 |

Grounding Workstations

To prevent static damage at the workstation, use the following precautions:

1. Cover the workstation with approved static-dissipative material. Provide a wrist strap connected to the work surface and properly grounded tools and equipment.
2. Use static-dissipative mats, heel straps, or air ionizers to give added protection.
3. Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free workstations.
4. Avoid contact with pins, leads, or circuitry.
5. Turn off power and input signals before inserting and removing connectors or test equipment.
6. Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
7. Keep work area free of nonconductive materials such as ordinary plastic assembly aides and Styrofoam.
8. Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.
9. Use a portable field service kit with a static dissipative vinyl pouch that folds out of a work mat. Also use a wrist strap and a ground cord for the work surface. Ground the cord to the chassis of the equipment undergoing test or repair.

Ground Equipment

Use the following equipment to prevent static electricity damage to the equipment:

Wrist Straps are flexible straps with a minimum of 1 megohm plus or minus 10% resistance to the ground cords. To provide proper ground, a strap must be worn snug against the skin. On grounded mats without banana-plug connectors, connect a wrist strap with alligator clips.

Heelstraps/Toestraps/Bootstraps can be used at standing workstations and are compatible with most types of boots and shoes. On conductive floors or dissipative floor mats, use them on both feet with a minimum of 1 megohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

Recommended Materials and Equipment

Other materials and equipment that are recommended for use in preventing static electricity include:

1. Antistatic tape
2. Antistatic smocks, aprons, or sleeve protectors
3. Conductive bins, and other assembly or soldering aids
4. Conductive foam
5. Conductive tabletop workstations with ground cord of 1 megohm of resistance
6. Static dissipative table or floor mats with hard tie to ground
7. Field service kits
8. Static awareness labels
9. Wrist straps and footwear straps providing 1 megohm plus or minus 10% resistance
10. Material handling packages
11. Conductive plastic bags
12. Conductive plastic tubes
13. Conductive tote boxes
14. Metal tote boxes
15. Opaque shielding bags
16. Transparent metallized shielding bags
17. Transparent shielding tubes

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Service Considerations

Tool Requirements

1. Phillips screwdriver
2. Needle-nose pliers
3. Flathead screwdriver
4. Compaq Utilities software

Screws

The screws used in these products are not interchangeable. If an incorrect screw is used during the reassembly process, it could cause damage to the unit. Compaq strongly recommends that all screws removed during the disassembly process be kept when that was removed, then returned to their proper locations.

Important:

As each subassembly is removed from the computer, it should be replaced away from the work area to prevent damage.

Cables and Connectors

Most cables used throughout the unit are ribbon cables. These must be handled to avoid damage. Apply only the tension required to seat or unseat the cable insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing the cables, and ensure that they are in such a way that they cannot be caught or snagged by parts being removed.

Ribbon Cable Positions Index

| | |
|-----------------------------------|---------------------------------------|
| CD/CD-RW, and DVD | Power Button |
| Disk Drive | Button Board |
| Hard Drive | Power Supply Assembly |

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Preparation for Disassembly

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To prepare the computer for removal and replacement procedures, complete the following steps:

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1. Remove any disk, compact disc, or tape from the computer.
2. Turn off the computer and any peripheral devices that are connected to the computer.

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CAUTION

The computer power switch should be turned off before you disconnect any cables.

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[EXPANSION CARD](#)
(Modem or Network Card)



CAUTION

Before doing any work inside your computer, ground yourself by touching a metal part of the chassis.

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3. Disconnect the power cord from the electrical outlet, and then from the computer.
4. Disconnect all peripheral device cables from the computer.
5. Turn the computer over on its side (open side facing up).

[MEMORY MODULE](#)

[HARD DRIVE](#)

Important

During disassembly, label each cable as you remove it. Be sure to note its position and routing.

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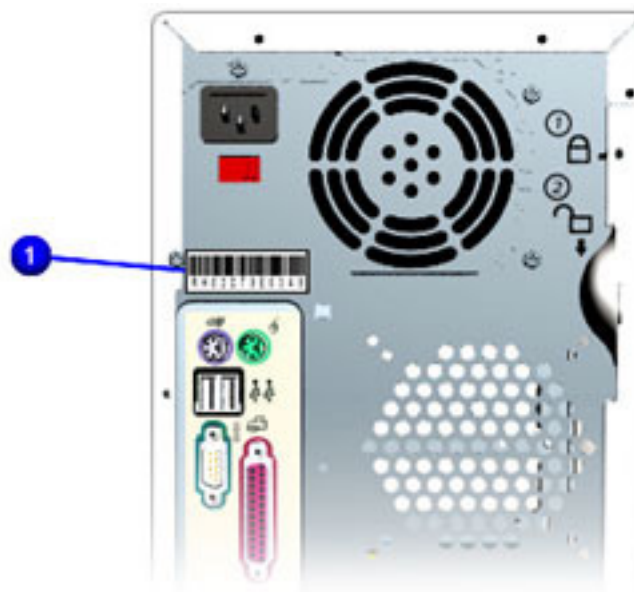
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Serial Number

The computer serial number should be provided to Compaq whenever request information or ordering spare parts. The serial number is located directly above the rear connectors.



(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

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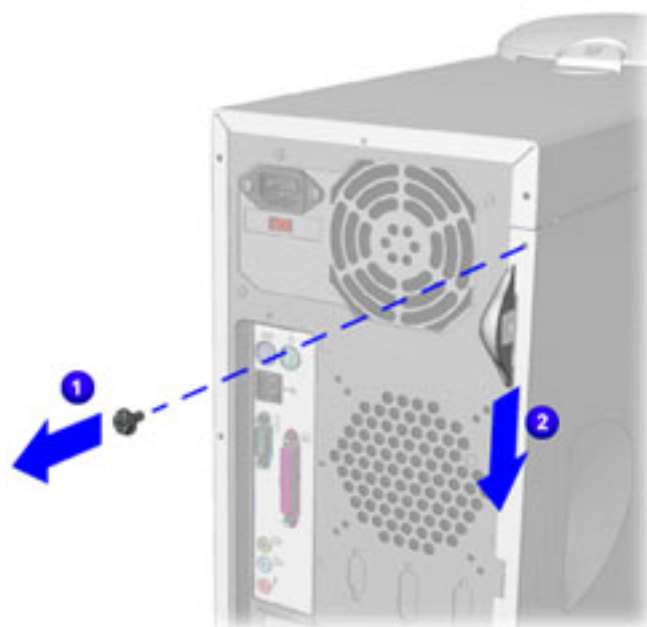
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Removing the Side Access Panel



Removal

1. [Perform the preparation procedures.](#)
2. Remove the screw **1** from the rear of the access panel.
3. Locate the latch **2** and press down, and then hold in position.

[Next Step](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
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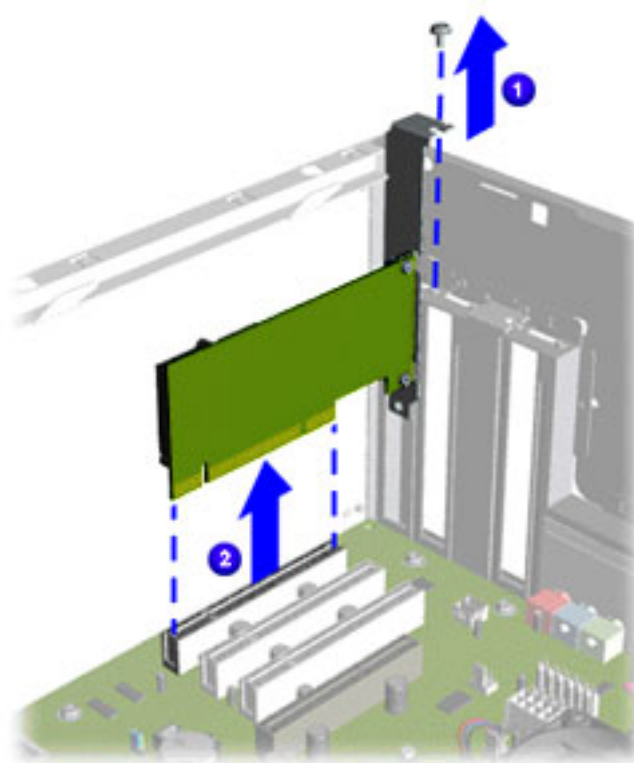
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Removing the Graphics Card



Removal

1. [Perform the preparation procedures.](#)
2. Remove the screw securing the graphics card.
3. Pull the graphics card using a gentle rocking motion from the AGP slot on the system board.

Replacement

1. Align the graphics card with AGP slot on the system board. Insert the card carefully and firmly into the connector.
2. Replace the screw securing the graphics card to the chassis.

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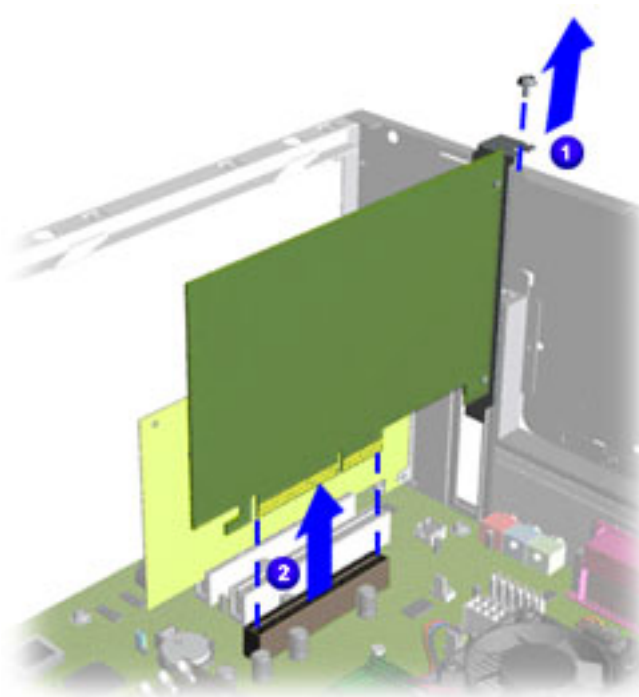
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Removing the Expansion Card



Removal

1. [Perform the preparation procedures.](#)
2. Turn the computer on its side (open side facing up) and locate the expansion card(s).
3. Remove the screw securing the expansion card.
4. Pull the expansion card using a gentle rocking motion from the connector on the system board.

Replacement

Important: The expansion card rear connector must be properly inserted into the rear chassis slot to ensure the card is properly seated into the connector on the system board.

1. Align the card with connector on the system board and rear connector slots on the chassis.
2. Replace the screw to secure the expansion card to the chassis.

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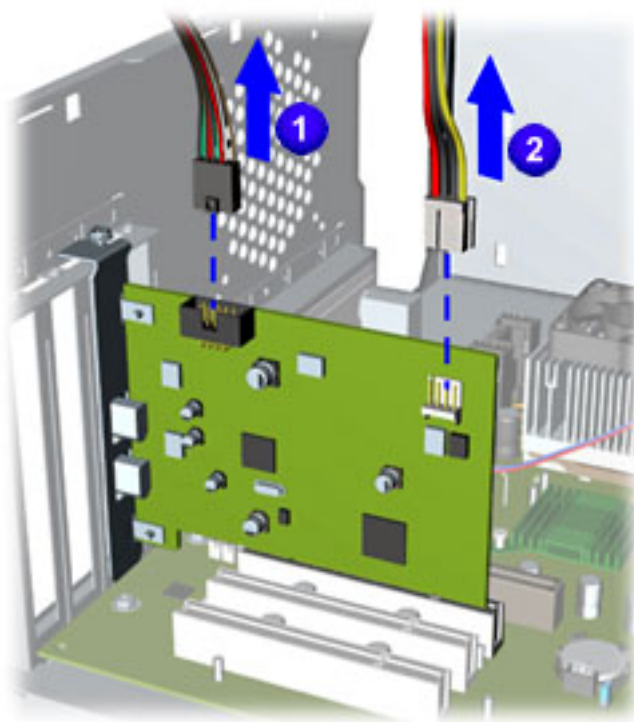
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Removing the 1394 Card (available on select models)



Removal

1. [Perform the preparation procedures.](#)
2. Turn the computer on its side (open side facing up) and locate the 1394 card(s).
3. Disconnect the 1394 drive power cable **1** and data cable **2** by using a gentle side-to-side rocking motion.

Next Step

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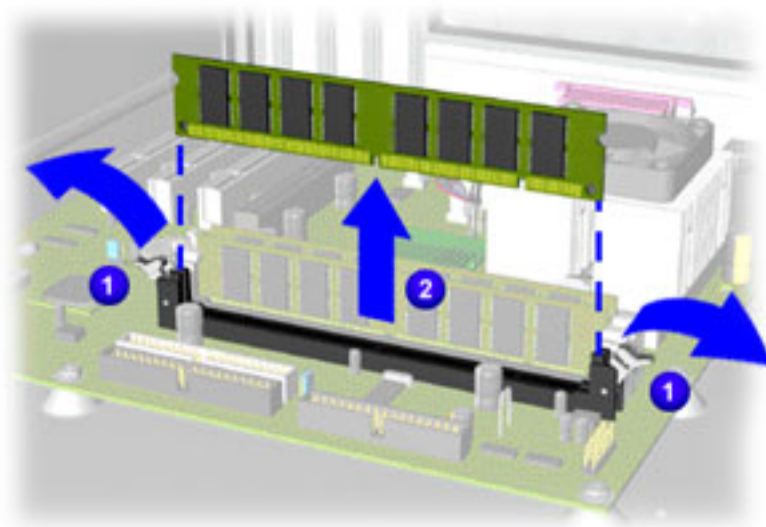
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Removing the Memory Module



Removal

1. [Perform the preparation procedures.](#)
2. Pull outward on the release latches found on both ends of the memory module.
3. Lift the memory module from the system board slot.

Replacement

1. Ensure the latches on both ends properly snap into place.
2. Align the memory module with the memory slot.
3. Push the module carefully and firmly into the slot ensuring that the latches on both ends snap into place.

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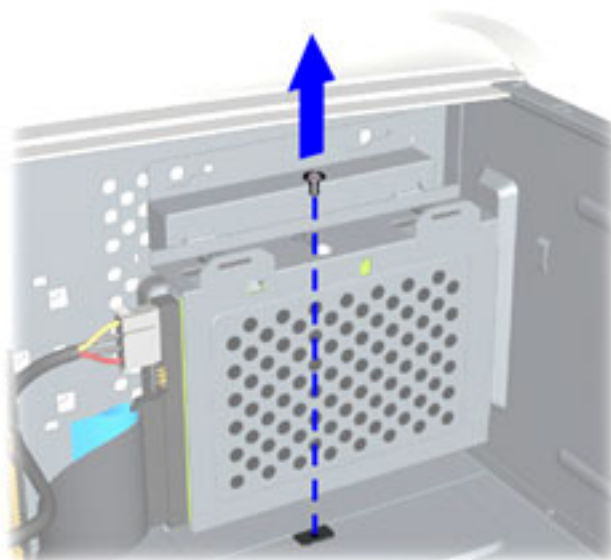
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Removing the Hard Drive



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Remove the screw securing the hard drive bracket to the chassis wall.

[Next Step](#)

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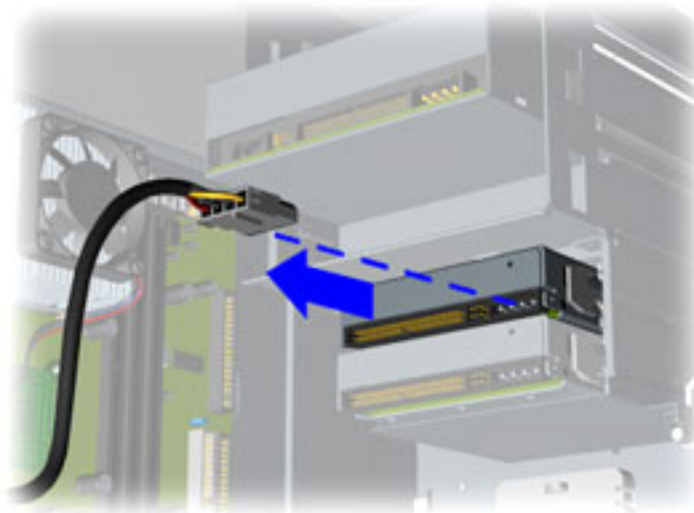
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Removing the Disk Drive



Removal

To remove the disk drive, complete the following steps:

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Open the CD Storage Door.](#)
4. [Remove the Top Door.](#)
5. Disconnect power cable connected to the drive.

[Next Step](#)

(CD, CD-RW and/or
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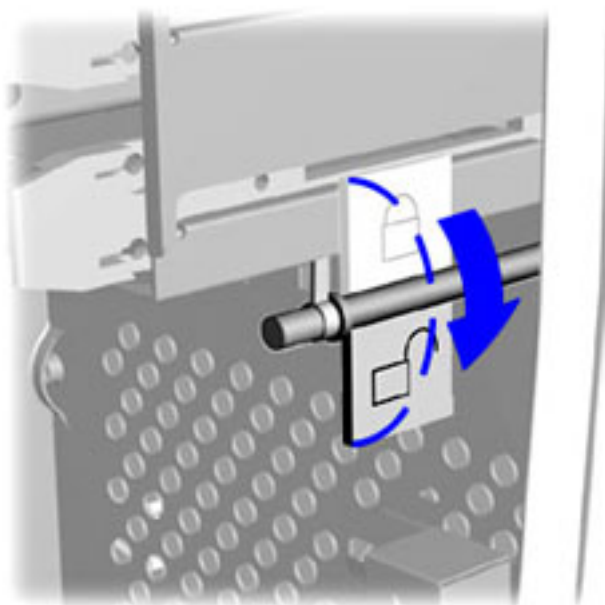
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(CD, CD-RW and/or

Removing the Top Door



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Rotate the lock to the down position to unlock the top door.

[Next Step](#)

DVD Drive, Hard Drive,
Disk Drive)

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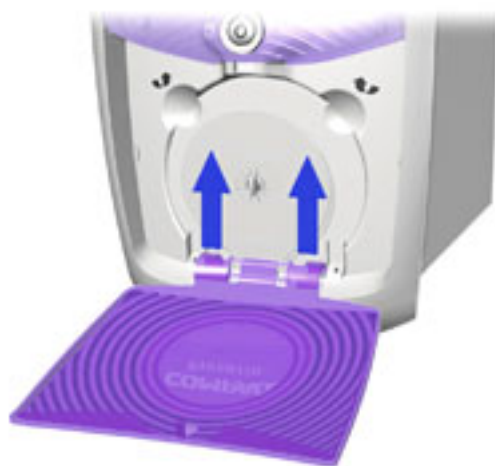
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Removing the CD Storage Door



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Open the CD Storage Door.](#)
4. [Remove the Top Door.](#)
5. Lift the CD Storage Door (Lower Front Panel) slightly with both hands while pressing both tabs with your thumbs at the same time. Lift the CD Storage Door (Lower Front Panel) to release from the chassis.

Replacement

To replace the CD Storage Door (Lower Front Panel), reverse this procedure.

(CD, CD-RW and/or
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(CD, CD-RW and/or

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2. [Disk Drive.](#)
3. [Hard Drive.](#)

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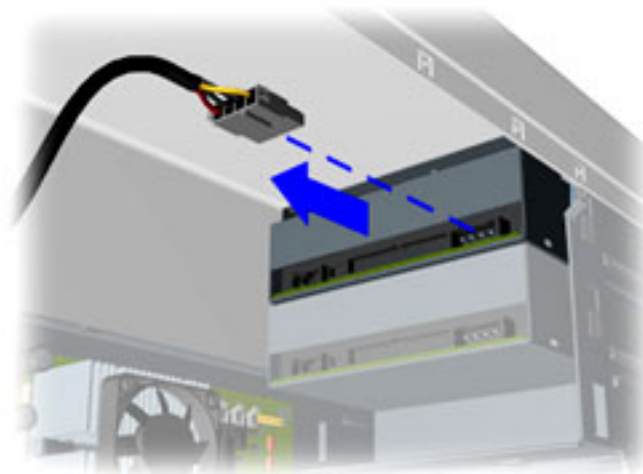
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\(CD, CD-RW and/or](#)

Removing the CD, CD-RW and/or DVD Drive



Removal

To remove the CD, CD-RW and/or DVD drive, complete the following steps:

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Open the CD Storage Door.](#)
4. [Remove the Top Door.](#)
5. Disconnect the power cable connected to the drive.

[Next Step](#)

DVD Drive, Hard Drive,
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Opening the CD Storage Door

Removal

Press the indentation **1** located at the top of the CD Storage door **2** to open.



DVD Drive, Hard Drive,
Disk Drive)

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Removing the Power Supply Assembly



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Remove the four screws located at the top of the rear of the chassis.

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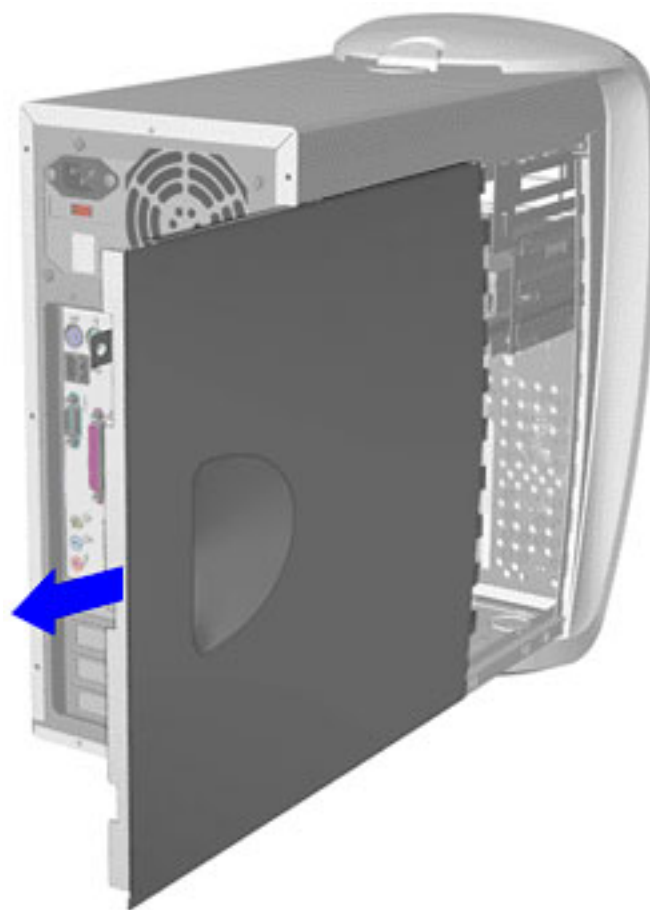
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Removing the Side Access Panel, Continued



Removal

4. Grab the handle and slide the side access panel from the chassis.

Replacement

Align the tabs on the side access panel with the chassis slots and slide the side panel into place.

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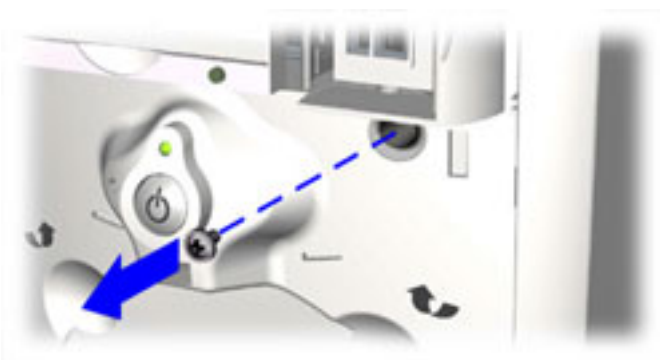
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Removing the Front I/O Board



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Open the CD Storage Door \(Lower Front Panel\).](#)
4. [Remove the Top Door.](#)
5. Remove the screw securing the Front I/O Bracket to the front of the chassis.

[Next Step](#)

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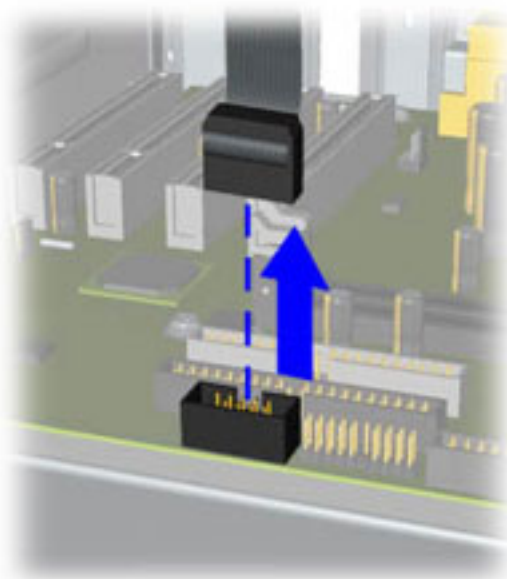
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Removing the Front I/O Board, continued



Removal

7. Remove the USB cable from the connector on the system board.

[Next Step](#)

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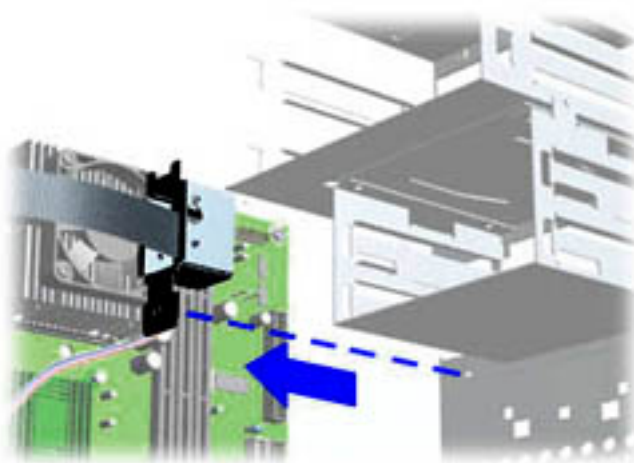
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Removing the Front I/O Board, continued



Removal

8. Remove the Front I/O Board from inside the chassis.

Replacement

To replace the Front I/O Bracket, reverse the previous procedures.

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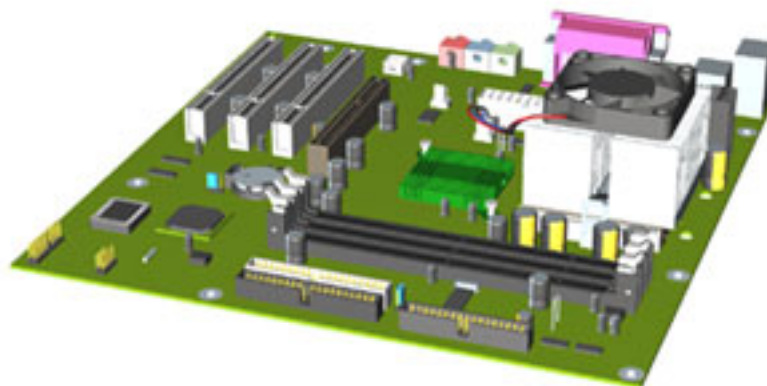
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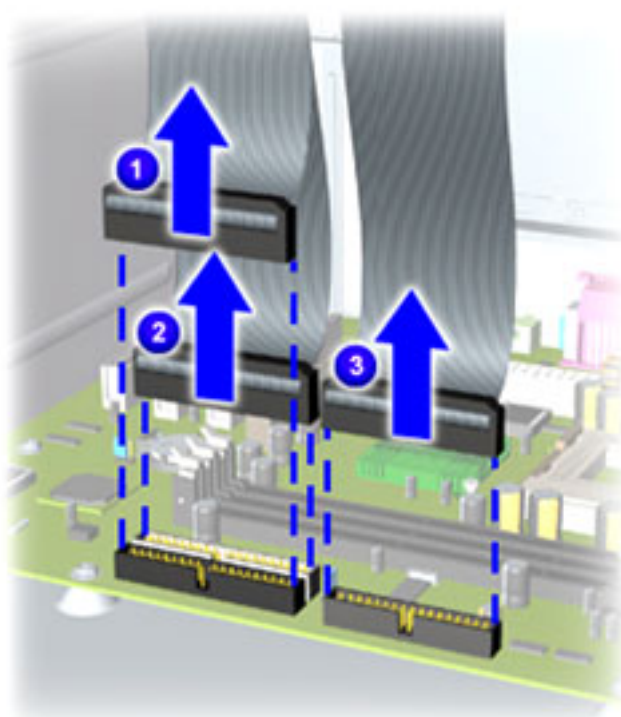
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Removing the System Board



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Remove the memory module.](#)
4. [Remove the microprocessor / heatsink assembly.](#)
5. [Remove the expansion card\(s\).](#)
6. [Remove the graphics card.](#)
7. [Disconnect the power supply and cable from the system board.](#)
8. [Disconnect the Front I/O \(USB and 1394\) cables from the system board.](#)
9. Disconnect the data cables from the system board.

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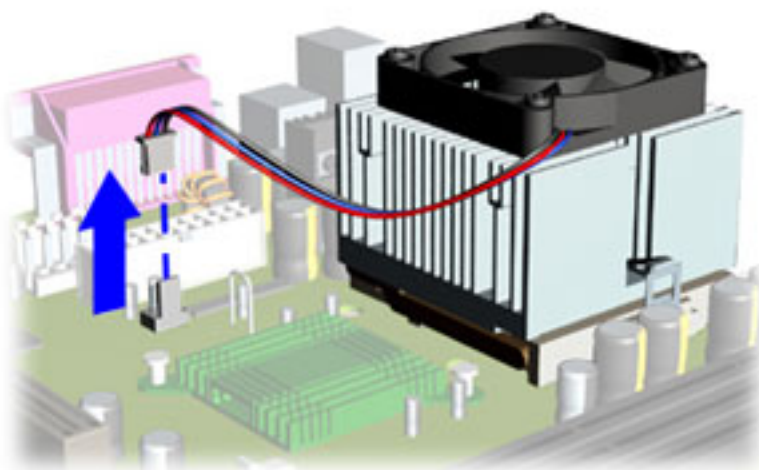
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Removing the Processor Assembly



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. Locate the microprocessor / heatsink assembly.
4. Disconnect the heatsink fan cable from the system board.

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WARNING

The microprocessor may still be hot if the computer was recently used. Allow the microprocessor to cool before removing.

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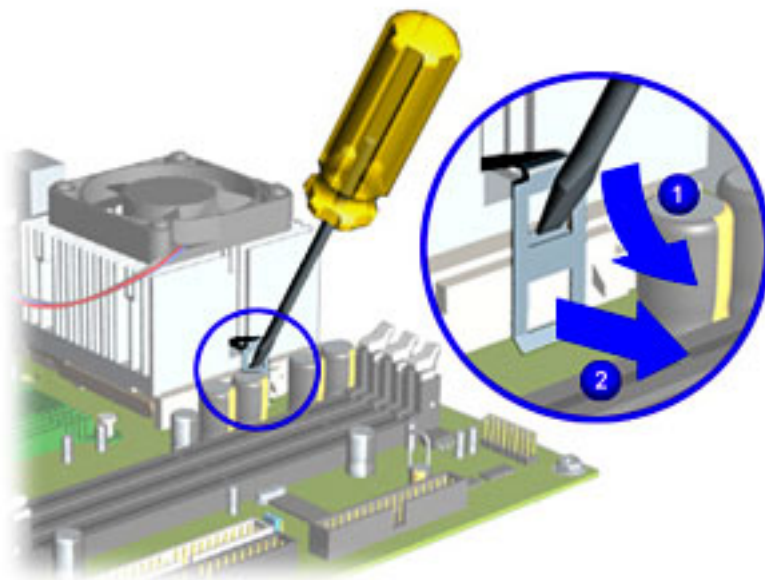
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Removing the Microprocessor/Heatsink Assembly, continued



Removal

5. Locate the clip tabs on the microprocessor interface socket. Insert a screw driver into the top slot on the microprocessor clip. Applying gentle force, press down with the screwdriver **1** and pull outward **2** on the microprocessor clip to release it from the tab on the microprocessor interface socket.

[Next Step](#)

| | |
|-----------|---|
| NOTE | The microprocessor/ heatsink assembly clip is attached on each side of the microprocessor interface socket. |
| IMPORTANT | Do not let the screwdriver slip and hit the system board when removing the microprocessor clip. The system board can be damaged if its surface is struck. |

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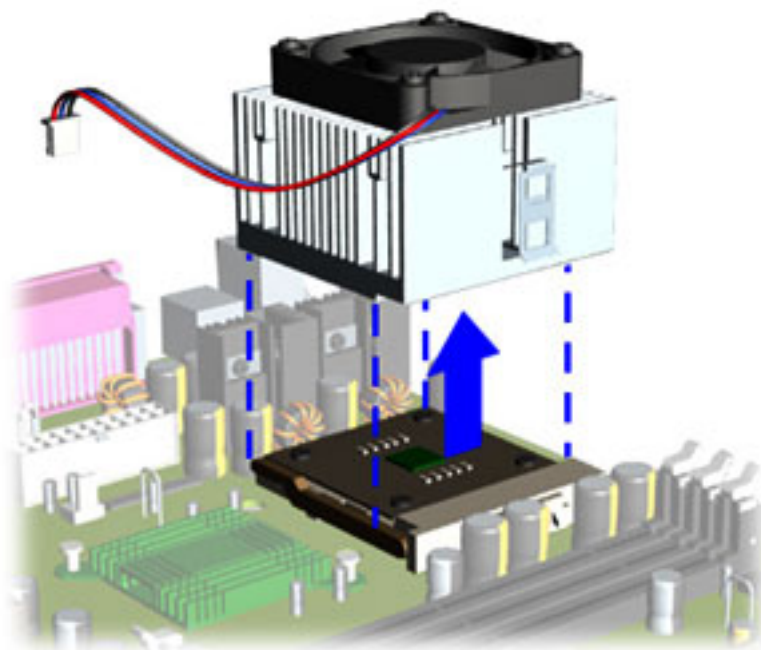
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Removing the Microprocessor/Heatsink Assembly, continued



Removal

6. Twist and lift the heatsink assembly from the microprocessor.

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NOTE

Some hand force may be required to separate the heatsink assembly from the microprocessor.

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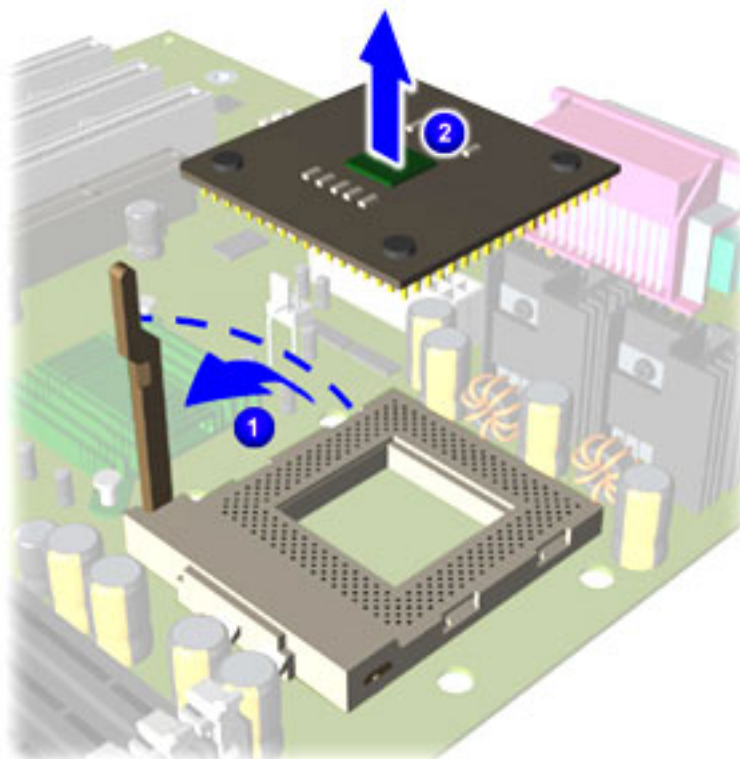
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Removing the Microprocessor/Heatsink Assembly, continued



Removal

6. Push down, pull out, and lift the lever **1** which secures the microprocessor inside the microprocessor interface socket.
7. Lift the microprocessor **2** from the chassis.

Replacement

NOTE

A small tab secures the lever **1**. You must push down and pull out before lifting it.

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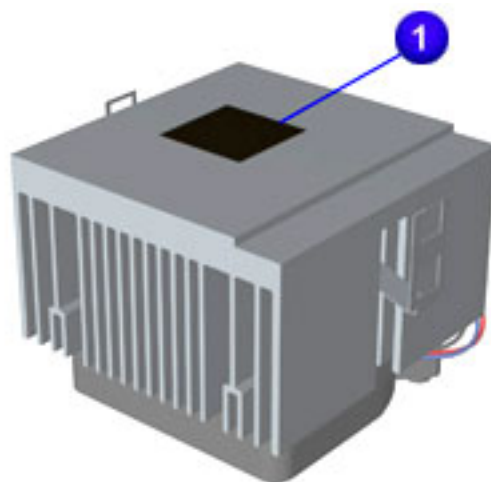
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Replacing the Microprocessor/Heatsink Assembly



Replacement

IMPORTANT: Replace the thermal pad only when replacing the system board.

1. Turn the heatsink over and place it on a flat surface. Locate the old thermal pad **1** on the bottom of the heatsink.
2. Remove the old thermal pad with a flathead screw driver. The old thermal pad is a sticky or gummy substance on the bottom of the heatsink.

Next Step

| | |
|-----------|---|
| IMPORTANT | The microprocessor assembly should be replaced on the system board before securing the system board into the chassis. |
| IMPORTANT | Thoroughly scrape off any residue left on the heatsink after removing the old thermal pad. |

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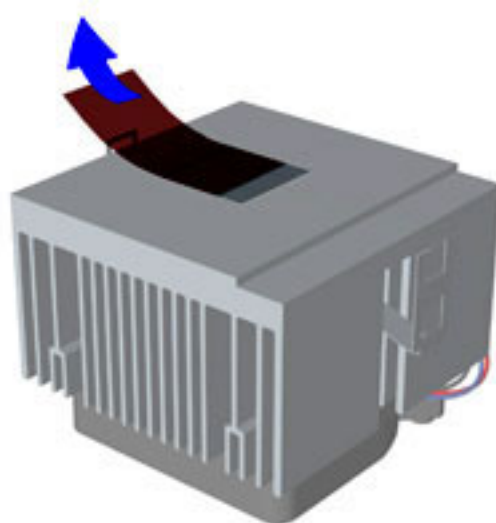
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Replacing the Microprocessor/Heatsink Assembly, continued



Replacement

3. Place the new thermal pad (plastic side up) onto the heatsink in the same position as the old thermal pad.
4. With the round portion of the screwdriver handle, rub the top of the new thermal pad to ensure that the entire pad sticks to the heatsink.
5. Remove and discard the plastic tab, leaving the new thermal pad applied to the heatsink.

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WARNING

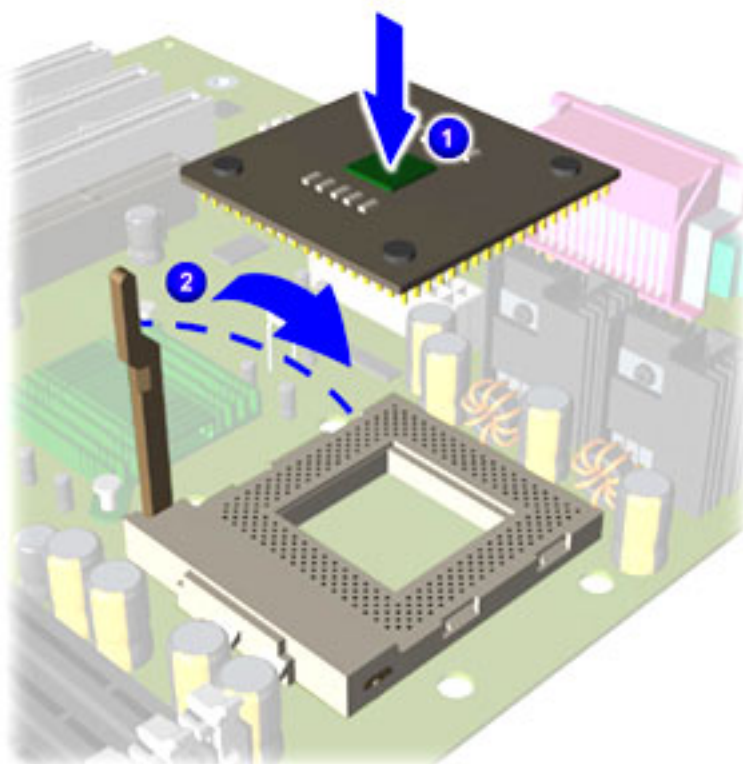
Peel back the plastic tab on the thermal pad carefully, so the new thermal pad will stick properly to the heatsink surface. If the new thermal pad is not applied properly, the microprocessor/ heatsink assembly will not work properly, and you risk damaging the system board.

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Replacing the Microprocessor/Heatsink Assembly, continued



Replacement

6. Align the microprocessor properly, ensuring that the notch in the left corner **1** is next to the lever hinge on the microprocessor interface.
7. Place the microprocessor into the microprocessor interface socket on the system board. Close the lever **2** to lock the microprocessor in place.

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WARNING

The microprocessor should be positioned so that the notch **1** in the left corner is next to the lever hinge on the microprocessor interface socket.

NOTE

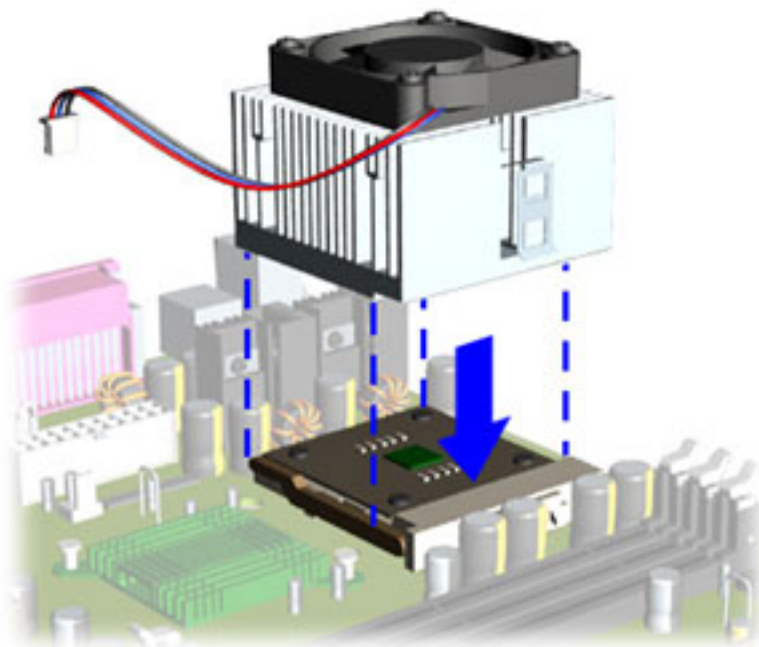
Close and lock the lever, securing the lever with the tab on the microprocessor interface socket.

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Replacing the Microprocessor/Heatsink Assembly, continued



Replacement

- Align the notched edge of the heatsink with the raised edge of the microprocessor interface socket. Place the heatsink directly on top of the microprocessor.

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IMPORTANT

The heatsink should set flat on top of the microprocessor interface socket.

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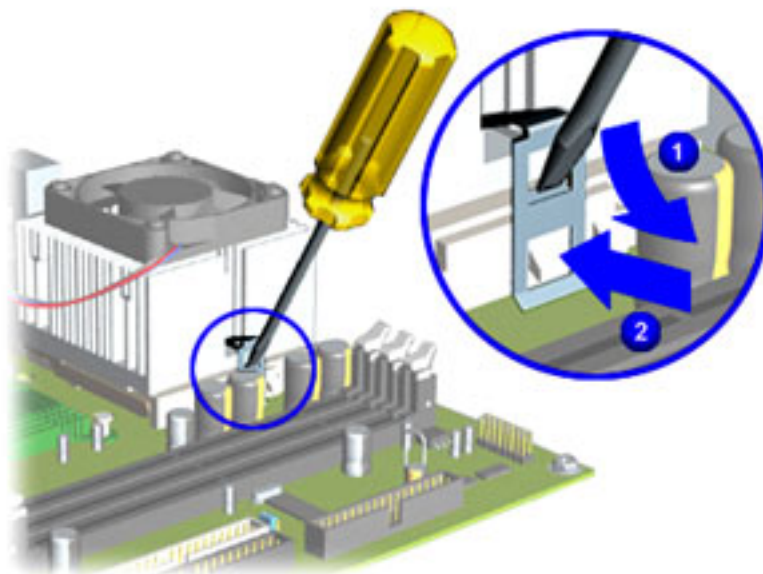
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Replacing the Microprocessor/Heatsink Assembly, continued



Replacement

9. Hook the microprocessor clip on the side of the heatsink assembly to the center tab on the microprocessor interface socket on the system board.
10. Applying gentle force, press down with the screwdriver **1** and push inward **2** on the microprocessor clip to attach the clip to the hook tab on the microprocessor interface socket.

Next Step

IMPORTANT

Do not let the screwdriver slip and hit the system board when removing the microprocessor clip. The system can be damaged if its surface is struck.

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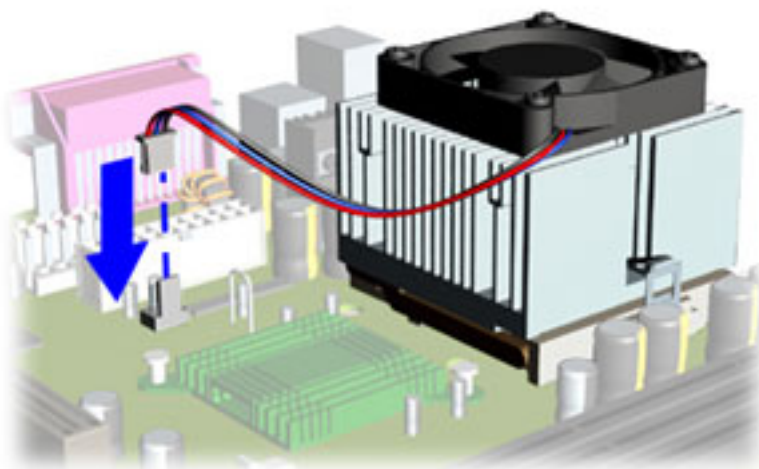
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Replacing the Microprocessor/Heatsink Assembly, continued



Replacement

11. Reconnect the heatsink fan power cable to the system board.

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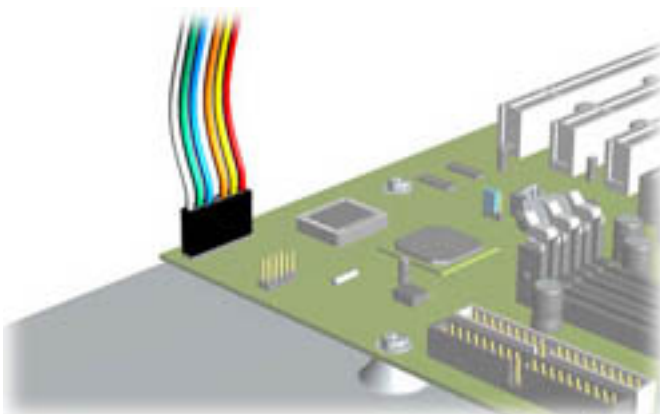
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Removal

9. Disconnect the power button cable from the system board.

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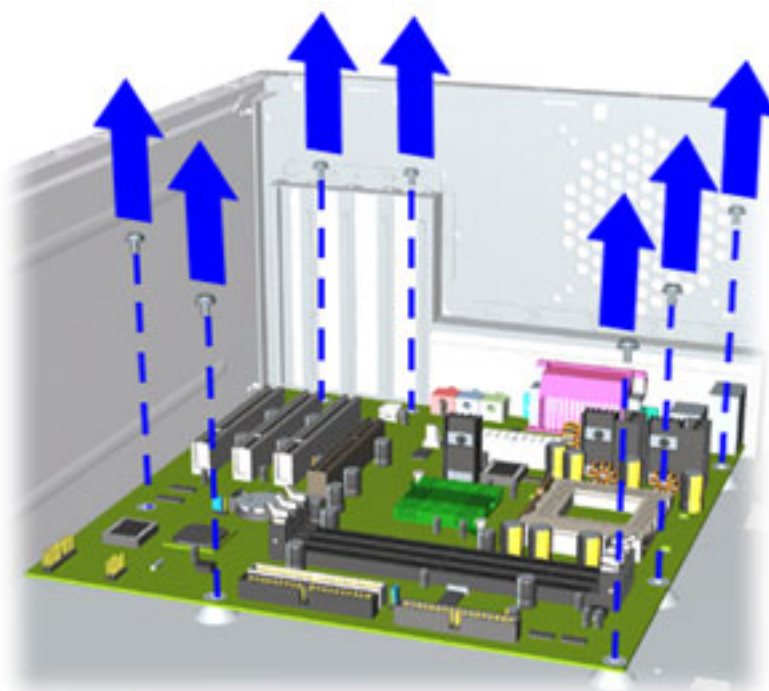
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Removing the System Board, continued



Removal

10. Remove the screws securing the system board to the chassis.

NOTE: The number of screws varies by model.

11. Remove system board from the chassis.

Replacement

To replace the system board reverse the previous procedure.

[Return to System Board Components Index page](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
Microprocessor/Heatsink
Assembly)



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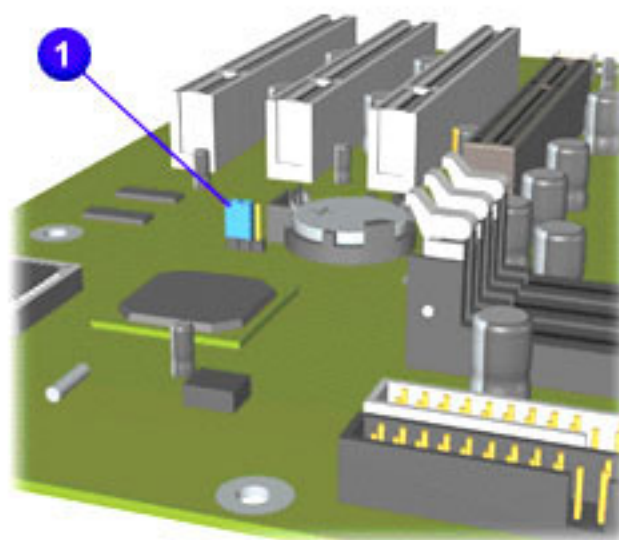
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[REMOVING THE CD
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[OPTICAL AND MASS
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Removing the RTC Battery



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Locate the RTC battery.

[Next Step](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
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(RTC Battery,
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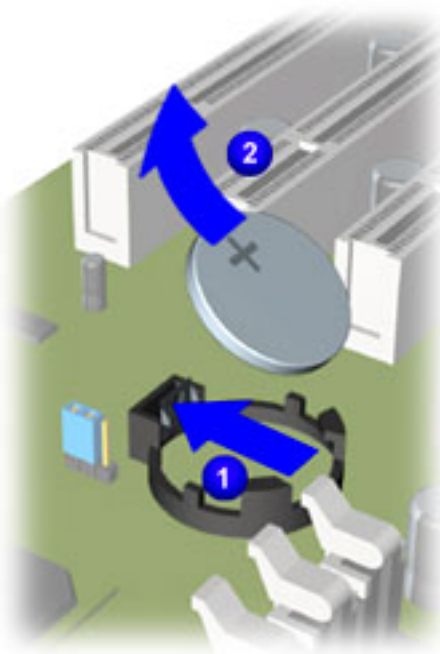
Removing the RTC Battery, continued

Removal

-
-
-
4. Pull out on the socket lever **1** and lift the RTC battery **2** out of the socket.

To replace the RTC battery, reverse the previous procedures.

[Return to the System Board Components—Index Page](#)



(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
Microprocessor/Heatsink
Assembly)



WARNING

The clock/CMOS lithium battery may explode if mistreated. Do not abuse. Use only replacement batteries supplied by Compaq Computer Corporation.

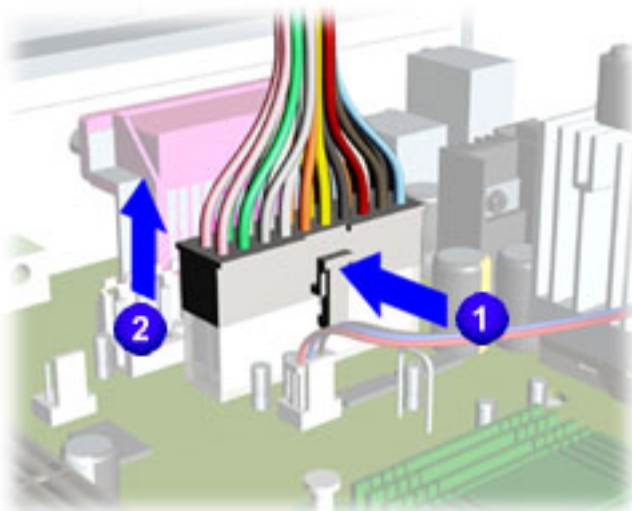


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Removing the Power Supply Assembly, continued



Removal

4. Push the power supply cable clip **1** inward and pull the power cable **2** from the connector on the system board.

[Next Step](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

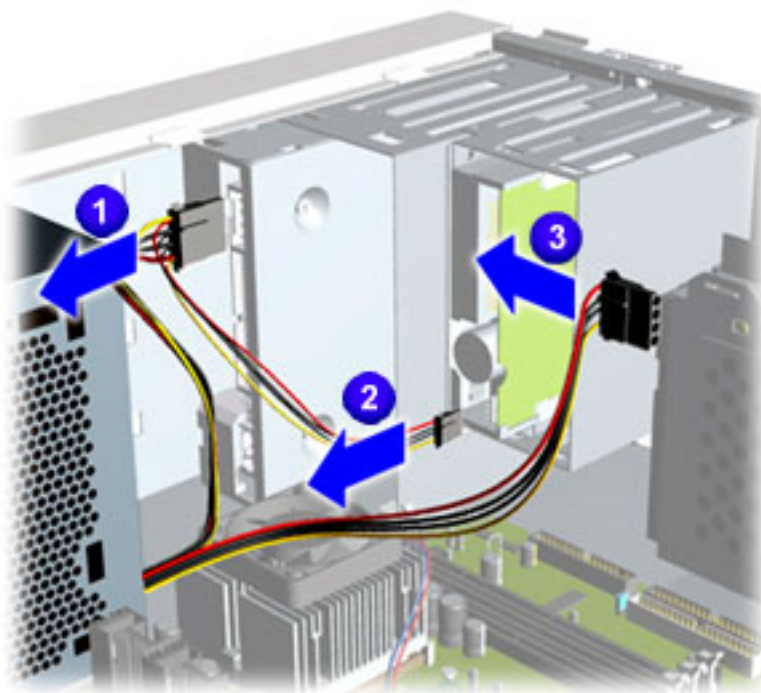


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Removing the Power Supply Assembly, continued



Removal

5. Disconnect the power supply power cables from the CD **1**, CD-RW, and/or DVD drive, disk drive **2** and hard drive **3**.

[Next Step](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD

COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)



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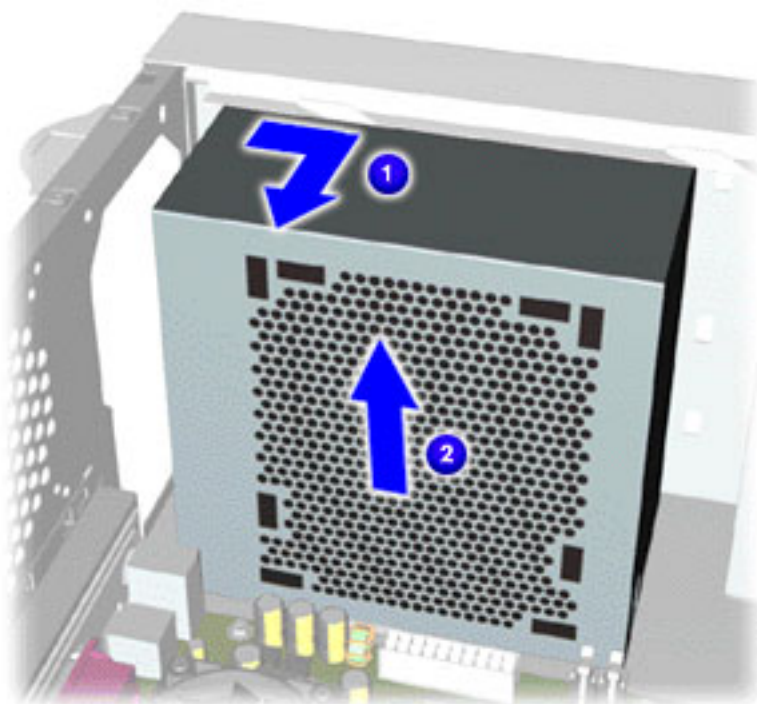
[REMOVING THE CD
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Removing the Power Supply Assembly, continued

Removal

6. Slide the power supply toward the front of the unit, pull the power supply **1** in an angled position, then lift it up from the chassis **2**.



(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

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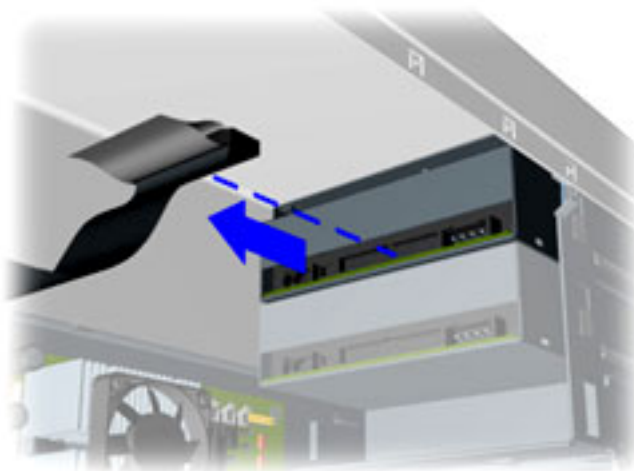
[OPTICAL AND MASS
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(CD, CD-RW and/or

Removing the CD, CD-RW and/or DVD Drive

Removal

7. Disconnect the data cable connected to the drive.

[Next Step](#)



DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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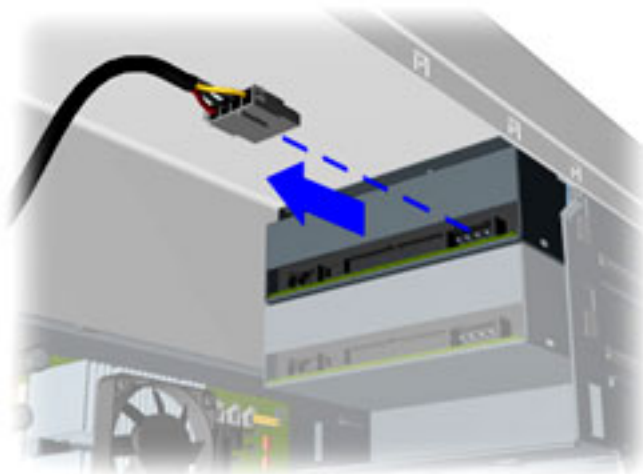
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(Lower Front Panel -
Open the CD Storage
Door)

[OPTICAL AND MASS
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(CD, CD-RW and/or

Removing the CD, CD-RW and/or DVD Drive



Removal

8. Disconnect the audio cable connected to the drive.

[Next Step](#)

DVD Drive, Hard Drive,
Disk Drive)

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Removing the CD, CD-RW and/or DVD Drive



Removal

9. To release the drive, press inward on the side rails **1** of the drive and pull the drive **2** from the chassis.

Next Step

DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

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COMPONENTS

(RTC Battery,
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STORAGE DEVICES](#)**Removing the Drive Rails****Removal**

To remove the drive rails, pull the drive rails from each side of the drive with a gentle-rocking motion.

Replacement

To replace the drive rails reverse the previous procedure.

[Return to Optical and Mass
Storage—Index Page](#)

(CD, CD-RW and/or
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Disk Drive)

POWER SUPPLY
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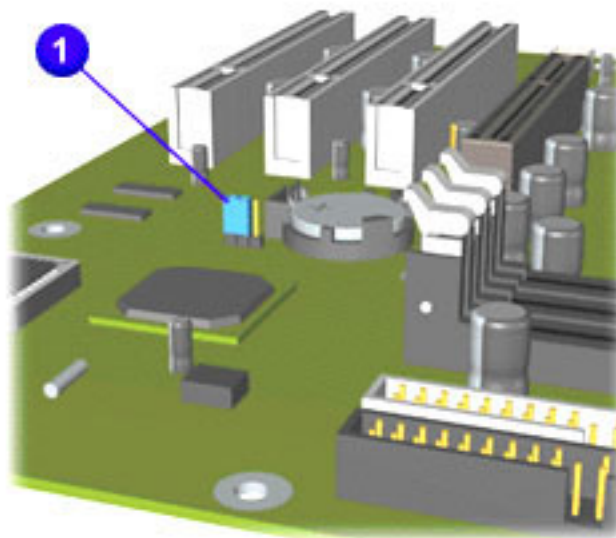
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[TROUBLESHOOTING WITHOUT
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Clearing CMOS

If the power-on password is unknown, clearing CMOS will disable the password and allow the computer to boot.

The location of the Real-time clock (RTC) battery is shown on the system board illustration below.



1. Complete the preparation for disassembly procedures.
2. Remove the side access panel.
3. To disable the password, move the jumper **1** from pins 1-2 (normal) to pins 2-3 (clear CMOS) for 10 seconds, then return to pins 1-2.



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Power-On Self Test (POST)

POST is a series of diagnostic tests that run automatically when the system is turned on. After the computer is turned on, **POST** checks the following assemblies to ensure that the computer system is functioning properly:

1. Keyboard
2. System board
3. Memory modules
4. Video memory
5. Disk drives
6. Hard drives
7. Power supply

POST also detects the type of mass storage devices installed in the computer.

If **POST** finds an error in the system, an error condition is indicated by an audible and/or visual message. The table below gives explanations of the error codes and a recommended course of action.

NOTE

An external speaker must be installed into the speaker output connector to hear the audible beeps during **POST**.

Click a link below to find the probable cause and recommended action for a given error message.

[Disk A Error](#)

[Keyboard Controller Error](#)

[System BIOS Shadowed](#)

[Extended RAM failed at offset](#)

[Keyboard Error](#)

[System Cache Error](#)

| | | |
|---|--|---|
| Failing Bits | Operating System Not Found | System CMOS Checksum Back |
| Fixed Disk 0 or 1 Failure | Parity Check 1 | System RAM Failed at Offset |
| Fixed Disk Controller Failure | Parity Check 2 | System Timer Error |
| Incorrect Drive A Type | Real Time Clock Error | UMP Upper Limit Segment |
| Invalid NVRAM Media Type | System Battery is Dead | Video BIOS Shadowed |

POST Messages

| Error Message | Probable Cause | Recommended Action |
|-----------------------------------|---|--|
| Disk Drive A Error | Drive A: is present, but fails the BIOS POST disk tests. | <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the signal cables. 3. Replace the disk drive. |
| Extended RAM failed at offset nnn | Extended memory not working or not configured properly. | <ol style="list-style-type: none"> 1. Replace the memory modules. 2. Replace the system board. |
| Failing Bits nnn | nnn is a map of the bits at the RAM address which failed the memory test. | <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board. |
| Fixed Disk 0 or 1 | Hard drive is not working or not configured properly. | <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board. |
| Fixed Disk Controller Failure | Hard drive is not working or not configured properly. | <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board. |
| Incorrect Drive A Type | Type of disk in drive A: not correctly indentified. | <ol style="list-style-type: none"> 1. Replace the memory modules. 2. Replace the disk drive. |

| Invalid NVRAM Media Type | Problem with NVRAM (CMOS) access. | Replace the system board . |
|-------------------------------|--|---|
| Return to top | | |
| Error Message | Probable Cause | Recommended Action |
| Keyboard Controller Error | Keyboard, I/O keyboard controller (on system board), or mouse error. | <ol style="list-style-type: none"> 1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board. |
| Keyboard Error | Keyboard, I/O keyboard controller (on system board), or mouse error. | <ol style="list-style-type: none"> 1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board. |
| Operating System not found | Operating system cannot be located on either drive A: or C:. | Run Setup . |
| Parity Check 1 | Parity error found in the system bus. | <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the memory modules. 3. Replace the system board. |
| Parity Check 2 | Parity error found in the I/O bus. | <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the ISA board (modem). |
| Real Time Clock Error | Real-time clock fails BIOS test. | Replace the system board . |
| System Battery is Dead | RTC battery is dead. | <ol style="list-style-type: none"> 1. Replace the RTC battery. 2. Run Setup. |
| Return to top | | |
| Error Message | Probable Cause | Recommended Action |

| | | |
|--------------------------------------|--|--|
| System BIOS Shadowed | System BIOS copied to Shadow RAM. | Status Message: no action required. |
| System Cache Error | RAM cache failed the BIOS test. | Run Setup . |
| System CMOS Checksum Bad | CMOS is corrupted or modified incorrectly. | Run Setup . |
| System RAM failed at Offset, nnn | System RAM failed. | Replace the memory modules . |
| System Timer Error | DMA, timers, etc. | Replace the system board . |
| UMB Upper Limit Segment Address, nnn | Displays the address of nnn of the upper limit of Upper Memory Blocks, indicating releases segments of the BIOS. | Status Message: no action required. |
| Video BIOS Shadowed | Video BIOS successfully copied to shadow RAM. | Status Message: no action required. |
| Return to top | | |



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Configuration

This section explains how to use Setup and Compaq Utilities which should be accessed in the following ways:

1. When a system configuration error is detected during the POST.
2. To change factory default settings for some of the computer features.
3. To change the system configuration, which is sometimes necessary when you add or remove optional hardware.
4. To set system configuration features.

Click a link below to go to the appropriate subsection:

[Preparing the Computer](#)

[Setup](#)

[Accessing Compaq Utilities Options](#)

[View System Information \(INSPECT\)](#)

Preparing the Computer

1. Ensure proper ventilation. The computer should have a 3-inch (7.6cm) clearance of the system unit.
2. Turn off the computer and peripheral devices.
3. Disconnect any peripheral devices other than the monitor and keyboard. Do not disconnect if you want to test or use it to log error messages.
4. Install loop-back and terminating plugs for complete testing.



CAUTION

Always ensure that the power is off before disconnecting or reconnecting the mouse, keyboard, or any other peripheral devices. Disconnecting or connecting the keyboard or mouse while the unit power is on can damage the system board.

Setup

1. Modify settings for audio, storage, power management, communications, and input devices.
2. Get an overall picture of the computer's hardware configuration.
3. Verify configuration parameters in determining problems.
4. Set time and date.

Running Setup

To access the Setup utility, turn on the computer and press the F10 key when the Compaq logo appears on your screen.

NOTE

The actual menu displayed on your computer may vary slightly, depending on your configuration.

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Accessing Compaq Utilities Options

This section provides information about the menu options accessible from the Compaq Utilities menu.

Create a Compaq Utilities Disk

A Compaq Utilities disk must be created to troubleshoot the system. To create the disk, complete the following steps:

1. Insert the QuickStore CD into the CD drive.
2. From the Windows desktop, click on Start, then Programs, then Windows Explorer.
3. Click on the CD drive icon.
4. Double-click on the PCdiags folder.

5. Insert a disk in the disk drive.
6. Double-click on the QRST5.exe icon.
7. Press Enter when the QuickStore label appears.
8. After the CD has completed copying to the disk, eject the QuickStore CD.

Running Compaq Utilities

To run Compaq Utilities, turn on or reboot the computer with the Compaq Utilities disk in the disk drive. The menu will appear on your screen.

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View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the system once it has been configured. INSPECT operates with MS-DOS and provides information about the system operating, including:

1. Contents of the operating system startup files.
2. Current memory configuration.
3. ROM version.
4. Type of processor and coprocessor.
5. Disk and hard drives.
6. Active printer and communication interfaces.
7. Modem

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Diagnostic Error Codes

[POWER-ON SELF
TEST \(POST\)](#)

Diagnostic error codes occur if the system recognizes a problem while running the program. These error codes help identify possibly defective subassemblies.

[CONFIGURATION](#)

Tables listed on this page give possible error codes, descriptions of each error code that are required to resolve the error condition.

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ERROR CODES](#)

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IMPORTANT

Retest the system after completing each step. If a problem has been resolved, do not proceed with the remaining diagnostic tests.

For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

| | | | | | |
|------------------------|-----------------------|-------------------------|------------|-------------------------|---------------------------------|
| 100-xx | Processor | 600-xx | Disk drive | 3200-xx | Audio |
| 200-xx | Memory | 1 100-xx | Serial | 3300-xx | CD or DVD |
| 300-xx | Keyboard | 1200-xx | Modem | 3300-xx | CD-RW DVD |
| 400-xx | Parallel (printer) | 1700-xx | Hard drive | 8600-xx | Pointing device interface |
| 500-xx | Monitor | 2400-xx | Video | | |

Processor Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|-----------------|--|
| 101-xx | CPU test failed | Replace the system board and retest. |

| | | |
|--------|--------------------------------------|--|
| 102-xx | Processor error | <ol style="list-style-type: none"> 1. Run Setup and retest. 2. Replace the processor and retest. |
| 103-xx | DMA controller failed | <p>The following step applies to error code 103-xx through 106-xx:</p> <p>Replace the system board.</p> |
| 104-xx | Interrupt controller failed | |
| 105-xx | Port error | |
| 106-xx | Keyboardcontroller self-test failed. | |
| 107-xx | CMOS RAM test failed | <p>The following steps apply to error code: 107-xx through 109-xx:</p> <ol style="list-style-type: none"> 1. Replace the battery/ clock module and retest. 2. Replace the system board and retest. |
| 108-xx | CMOS interrupt test failed | |
| 109-xx | CMOS clock failed | |
| 110-xx | Reprogrammable timer test failed | <p>The following steps apply to error codes 110-xx through 113-xx:</p> <p>Replace the system board and retest.</p> |
| 111-xx | Refresh detect test failed | |
| 112-xx | Speed test failed | |
| 113-01 | Protected mode test failed | |
| 114-xx | Speaker test failed | <ol style="list-style-type: none"> 1. Verify the speaker connection. 2. Replace the system board and retest. |
| 199-xx | Installed devices test failed | <ol style="list-style-type: none"> 1. Check system configuration. 2. Verify cable connections. 3. Check switch settings. 4. Run Compaq Utilities. 5. Replace the system board and retest. |

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Memory Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|--------------|---------------------|
| | | |

| | | |
|--------|-----------------------------------|---|
| 200-xx | Invalid memory configuration | <ol style="list-style-type: none"> 1. Verify <u>memory module</u> value compatibility. 2. Reinsert memory in the correct location. |
| 201-xx | Memory machine ID test failed | <p>The following steps apply to error codes 201-xx and 202-xx:</p> <ol style="list-style-type: none"> 1. Flash the ROM and retest. 2. Replace the memory and retest. 3. Replace the <u>system board</u> and retest. |
| 202-xx | Memory system ROM checksum failed | |
| 203-xx | Memory write/ read test failed | |
| 204-xx | Memory address test failed | <p>The following steps apply to error codes 203-xx through 210-xx:</p> <ol style="list-style-type: none"> 1. Remove one <u>memory module</u> at a time until the error message stops. 2. Replace other removed modules one at a time, testing each to ensure the error does not return. 3. Replace the <u>system board</u> and retest. |
| 206-xx | Increment pattern test failed | |
| 210-xx | Random pattern test failed | |

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Keyboard Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|--|--|
| 301-xx | Keyboard short test, 8042 self-test failed | <p>The following steps apply to error codes 301-xx through 304-xx:</p> <ol style="list-style-type: none"> 1. Check the keyboard connection. If disconnected, turn the computer off and connect the keyboard. 2. Replace the keyboard and |
| 302-xx | Keyboard long-test failed | |

| | | |
|--------|--|---|
| 303-xx | Keyboard LED test, 8042 self-test failed | restart. 3. Replace the system board and retest. |
| 304-xx | Keyboard typematic test failed | |

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Monitor (VGA or Flat-Panel) Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|--|--|
| 501-xx | Video controller test failed | The following step applies to error codes 501-xx through 516-xx: Replace the system board and retest. |
| 502-xx | Video memory test failed | |
| 503-xx | Video attribute test failed | |
| 504-xx | Video character set test failed | |
| 505-xx | Video 80 x 25 mode 9 x 14 character cell test failed | |
| 506-xx | Video 80 x 25 mode 9 x 14 character cell test failed | |
| 507-xx | Video 40 x 25 mode test failed | |
| 508-xx | Video 320 x 200 mode color set 0 test failed | |
| 509-xx | Video 320 x 200 mode color set 1 test failed | |
| 510-xx | Video 640 x 200 mode test failed | |
| 511-xx | Video screen memory page test failed | |
| 512-xx | Video gray scale test failed | |
| 514-xx | Video white screen test failed | |
| 516-xx | Video noise pattern test failed | |

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Disk Drive Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|---------------------------------------|---|
| 600-xx | Disk ID drive types test failed | <p>The following steps apply to error codes 600-xx through 698-xx:</p> <ol style="list-style-type: none"> 1. Replace the disk and retest. 2. Check and/ or replace the disk power and signal cables and retest. 3. Replace the <u>disk drive</u> and retest. 4. Replace the <u>system board</u> and retest. |
| 601-xx | Disk format failed | |
| 602-xx | Disk read test failed | |
| 603-xx | Disk write, read, compare test failed | |
| 604-xx | Disk random seek test failed | |
| 605-xx | Disk ID media test failed | |
| 606-xx | Disk speed test failed | |
| 607-xx | Disk wrap test failed | |
| 608-xx | Disk write-protect test failed | |
| 609-xx | Disk reset controller test failed | |
| 610-xx | Disk change line test failed | |
| 694-xx | Pin 34 is not cut on 360KB disk drive | |
| 697-xx | Disk type error | |
| 698-xx | Disk drive speed not within limits | |
| 699-xx | Disk drive/ media ID error | <ol style="list-style-type: none"> 1. Replace media. 2. Run <u>Setup</u>. |

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Modem Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|---------------------------------|--|
| 1201-xx | Modem Internal Loop-Back Test | <p>The following steps apply to 1201-xx through 1210-xx:</p> <ol style="list-style-type: none"> 1. Refer to modem documentation procedures. 2. Check the modem line. |
| 1202-xx | Modem Time-Out Error | |
| 1203-xx | Modem External Termination Test | |
| 1204-xx | Modem Auto Originate Test | |
| 1206-xx | Dial Multifrequency Tone Test | |

| | | |
|---------|---------------------------|------------------------------|
| 1210-xx | Modem Direct Connect Test | 3. Replace the modem device. |
|---------|---------------------------|------------------------------|

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Hard Drive Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|--|---|
| 1700-xx | Hard drive ID types test failed | <p>The following steps apply to error codes 1700-xx through 1799-xx:</p> <ol style="list-style-type: none"> 1. Run Setup and verify drive type. 2. Replace the hard drive signal and power cables and retest. 3. Replace the hard drive and retest. 4. Replace the system board and retest. |
| 1701-xx | Hard drive format test failed | |
| 1702-xx | Hard drive read test failed | |
| 1703-xx | Hard drive write/ read/ compare test failed | |
| 1704-xx | Hard drive random seek test failed | |
| 1705-xx | Hard drive controller test failed | |
| 1706-xx | Hard drive ready test failed | |
| 1707-xx | Hard drive recalibration test failed | |
| 1708-xx | Hard drive format bad track test failed | |
| 1709-xx | Hard drive reset controller test failed | |
| 1710-xx | Hard drive park head test failed | |
| 1714-xx | Hard drive file write test failed | |
| 1715-xx | Hard drive head select test failed | |
| 1716-xx | Hard drive conditional format test failed | |
| 1717-xx | Hard drive ECC (Error Correction Code) test failed | |
| 1719-xx | Hard drive power mode test failed | |
| 1730-xx | Fixed Disk 0 does not support DMA mode | |
| 1731-xx | Fixed Disk 1 does not support DMA mode | |
| 1740-xx | Fixed Disk 0 failed Set Block Mode command | |
| 1741-xx | Fixed Disk 1 failed Set Block Mode command | |

| | |
|---------|--|
| 1750-xx | Fixed Disk 0 failed Identity command |
| 1751-xx | Fixed Disk 1 failed Identity command |
| 1760-xx | Fixed Disk 0 does not support Block Mode |
| 1761-xx | Fixed Disk 1 does not support Block Mode |
| 1790-xx | Disk 0 Configuration Error |
| 1792-xx | Secondary Disk Controller Failure |
| 1799-xx | Invalid hard drive type failed |

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Video Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|--|---|
| 2402-xx | Video memory test failed | <p>The following steps apply to error codes 2402-xx through 2456-xx:</p> <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board and retest. |
| 2403-xx | Video attribute test failed | |
| 2404-xx | Video character set test failed | |
| 2405-xx | Video 80 x 25 mode 9 x 14 character cell test failed | |
| 2406-xx | Video 80 x 25 mode 8 x 8 character cell test failed | |
| 2407-xx | Video 40 x 25 mode test failed | |
| 2408-xx | Video 320 x 200 mode color set 0 test failed | |
| 2409-xx | Video 320 x 200 mode test failed | |
| 2410-xx | Video 640 x 200 mode test failed | |
| 2411-xx | Video screen memory page test failed | |
| 2412-xx | Video gray scale test failed | |
| 2414-xx | Video white screen test failed | |
| 2416-xx | Video noise pattern test failed | |

| | | |
|---------|---|---|
| 2418-xx | ECG/VGC memory test failed | <p>The following steps apply to error codes 2468-xx through 2480-xx:</p> <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board and retest. |
| 2419-xx | ECG/VGC ROM checksum test failed | |
| 2420-xx | ECG/VGC attribute test failed | |
| 2421-xx | ECG/VGC 640 x 200 graphics (256-color mode) test failed | |
| 2422-xx | ECG/VGC 640 x 350 16-color set test failed | |
| 2423-xx | ECG/VGC 640 x 350 64-color set test failed | |
| 2424-xx | ECG/VGC monochrome text mode test failed | |
| 2425-xx | 640 x 480 graphics test failure | |
| 2431-xx | 640 x 480 graphics test failure | |
| 2432-xx | 320 x 200 graphics (256-color mode) test failed | |
| 2448-xx | Advanced VGA Controller test failed | |
| 2451-xx | 132-column Advance VGA test failed | |
| 2456-xx | Advanced VGA 256-color test failed | |
| 2468-xx | Advanced VGA BitBLT test | |
| 2477-xx | Advanced VGA datapath test | |
| 2478-xx | Advanced VGA BitBLT test | |
| 2480-xx | Advanced VGA Linedraw test | |

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Audio Error Codes

| | | |
|-------------|--------------|---------------------|
| Error Code: | Description: | Recommended Action: |
|-------------|--------------|---------------------|

| | | |
|---------|-----------------------------|--|
| 3206-xx | Audio System Internal Error | Replace the system board and retest. |
|---------|-----------------------------|--|

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CD or DVD Drive Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|----------------------------------|---|
| 3301-xx | CD or DVD drive read test failed | <p>The following steps apply to error codes 3301-xx through 3305-xx and 66xx-xx:</p> <ol style="list-style-type: none"> 1. Replace the CD or DVD disk and retest. 2. Check the jumper settings on the CD or DVD drive. 3. Check and/or replace the power and signal cables and retest. 4. Replace the CD or DVD drive and retest. |
| 3305-xx | | |
| 66xx-xx | | |

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Pointing Device Interface Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|---------------------------------------|---|
| 8601-xx | Pointing Device Interface test failed | <ol style="list-style-type: none"> 1. Replace with a working device and retest 2. Replace the system board and retest |

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CD-RW Drive Error Codes

| Error Code: | Description: | Recommended Action: |
|-------------|--------------|---|
| xxxx-xx | CD-RW drive | <p>The following steps apply to error codes xxxx-xx through xxxx-xx:</p> <ol style="list-style-type: none">1.2.3. |

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Troubleshooting Without Diagnostics

This section describes some simple, preliminary tests and guidelines for troubleshooting the computer.

Checklist for Solving Minor Problems:

If you encounter some minor problem with the computer or software application, go through the following checklist for possible solutions before running any of the diagnostic utilities:

1. Is the computer connected to the working power outlet?
2. Is the computer turned on and the power light illuminated?
3. Are all the cables connected properly and seated?
4. Are all of the necessary device drivers installed?
5. Is the CONFIG.SYS file correct?
6. Is the AUTOEXEC.BAT file (MS-DOS) or STARTUP.CMD file correct?
7. Was a nonbootable disk loaded in the disk drive at power-up?
8. Are all the switch settings correct?
9. Was Computer Setup run after installing options (memory, disk drives, etc.) and booted installing industry standard architecture boards?

Quick checks and possible solutions for problems related to these topics:

| | | |
|---------------------------|---------------------------------------|-----------------------|
| CD Drive | Disk Drive | Power |
| DVD Drive | Hard Drive | |
| USB Ports | Hardware Installation | |

In addition, this section provides information for [resolving hardware conflicts](#).

| CD Drive | | |
|---|---|--|
| Problem | Probable Cause | Possible Solution |
| Cannot read compact disc. | CD is not properly seated in the drive. | Eject the CD, then re-insert it, pressing CD firmly to correctly seat it in the drive. |
| | CD has been loaded upside down. | Eject the CD, turn it over, then reload. |
| | CD may be dirty or scratched. | Load another CD disk. |
| Cannot eject compact disc (tray-load only). | Power cycle delay. | After turning the computer off, wait 30 seconds before turning the computer on again. |
| | CD drive is not connected properly. | Open the computer and check to see if the cable is connected properly. |
| | Proper driver is not loaded. | Restart the system and make sure the drivers are loaded. |

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| DVD Drive | | |
|------------------------------------|--|--|
| Problem | Probable Cause | Possible Solution |
| Cannot read DVD disk. | DVD or CD is not properly seated in the drive. | Eject DVD or CD, press down on the drive firmly to correctly seat it in the drive. |
| | DVD or CD has been loaded upside down. | Eject the disk, turn it over, then reload. |
| | DVD or CD disk may be dirty or scratched. | Load another DVD disk. |
| DVD does not work in the DOS mode. | Proper drivers are not loaded. | Restart the system and make sure the DVD drivers are loaded. |
| Cannot eject DVD disk. | The system is in the Sleep mode. | Press the Power button to bring the system down full power, then eject the DVD. |

| | | |
|-------------------------------------|---|---|
| | The DVD, disk, or hard drive was active when attempting to eject the DVD. | Wait until all drive activity ends, then eject the DVD. |
| | DVD disk is not properly seated in the drive. | Turn off the computer, insert a straight pin into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until fully extended, then remove the DVD disk. |
| DVD drive devices are not detected. | DVD drive is not connected properly. | Open the computer and check to see that the cable is connected properly. |
| | Incorrect driver is installed. | Ensure the correct driver is installed in computer. |
| | Drive has been changed. | Make sure the jumper setting is set for "Setup." |
| | Proper drivers are not loaded. | Restart the system and make sure the DVD drivers are loaded. |

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| Digital Dashboard | | |
|---|---|--|
| Problem | Probable Cause(s) | Possible solution |
| Digital Dashboard displays component icons. | Digital Dashboard has not detected system components. | When the power button is pressed, the computer is powered on. The LCD display will display the icons: keyboard, mouse, and monitor. If all components are not detected, the icons will need to be displayed. If these components are seen, the icons will disappear. |

| | | |
|-------------------------------------|---|--|
| Digital Dashboard display is blank. | Check the power cable connection to the system board. | When the power cable is properly connected, the display will display, "Push To Start." |
|-------------------------------------|---|--|

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| Hard Drive | | |
|---------------------------|---|--|
| Problem | Probable Cause(s) | Possible Solution |
| Hard drive error occurs. | Hard disk has bad sectors or has failed. | Run Computer Setup. Reformat the hard disk. |
| Drive not found. | Cable could be loose. | Check cable connections. |
| Disk transaction problem. | Either the directory structure is bad or there is a problem with a file. | From the desktop click on the Start menu, Programs, Accessories, System Tools, and check for problems. If problems exist, run scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large enough allocation units is found, click on the Start button and choose Programs, Accessories, System Tools, Disk Defragmenter. |
| Nonsystem disk message. | The system is trying to start from a disk that is not bootable. | Remove the disk from the disk drive. |
| | The system is trying to start from the hard drive but the hard disk has been damaged. | Insert a bootable disk into the disk drive and restart the computer with Ctrl+Alt+Del. |
| | Disk boot has been disabled in Computer Setup. | Run Computer Setup and enable disk drives. |

| | | |
|--|--|--|
| Hard drive operation seems slow, or hard drive activity light is not on, or stays on without blinking. | The hard disk files may be fragmented. | From the desktop click on the Start menu, Programs, Accessories, System Tools, and check for problems. If problems exist, run scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large enough allocation units is found, click on the Start button and choose Programs, Accessories, System Tools, Disk Defragmenter. |
|--|--|--|

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| Hardware Installation | | |
|--|--|--|
| Problem | Probable Cause(s) | Possible Solutions |
| A new device is not recognized as part of the computer system. | When the system advised you of changes to the configuration, you did not save the changes. | Reboot the computer and follow the instructions for saving changes. |
| | The system may not have automatically recognized the new device. | Run Computer Setup and identify the device. |
| | The cables for the new external device are loose, or the power cables are unplugged. | Check all cables. |
| | The power switch for the new external device is not turned on. | Turn off the computer, turn on the external device and then turn on the computer to integrate the new modes of the computer. |

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| Power | |
|---------|-------------------|
| Problem | Possible Solution |

| | |
|--|--|
| Computer will not turn on. | Ensure that the computer is connected to a power supply. |
| Computer does not automatically display the date and time. | The real-time clock (RTC) battery may need to be replaced. Click Here for replacement procedures. |
| Computer does not beep during POST. | The speaker volume may have been turned down. Select the Volume option from the Control Panel and adjust the volume. |
| Computer powered off automatically. | The unit temperature may have been exceeded. Check for function and blockage. |

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| USB Ports | | |
|---|--|---|
| Problem | Probable Cause(s) | Possible Solution |
| Port 3 cannot work with any slow speed devices. | The device is plugged into the wrong port. | Check to see if the keyboard is plugged into the CPU. Ensure that the USB device is properly inserted into the port. |
| USB device does not work with the system. | The USB device and the system may use different USB architectures. | Ensure that the USB device and the system have the same USB architecture. (UHCI-compliant devices only work with a UHCI-compliant system, and compliant devices will only work with a OHCI-compliant system.) |

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| Disk Drive | | |
|----------------------------|-----------------------------------|-------------------|
| Problem | Probable Cause(s) | Possible Solution |
| Disk drive light stays on. | Disk may be damaged. | |
| | Disk may be installed incorrectly | |
| | Software program may be damaged. | |

| | |
|------------------------------------|---|
| Disk drive cannot write to a disk. | Disk is not formatted. |
| | Disk is write-protected. |
| | Writing to the wrong drive. |
| | Not enough space is left on the disk. |
| Disk drive cannot read a disk. | Disk is not formatted. |
| | Using the wrong disk type for the drive type. |
| | Reading the wrong drive. |
| | Disk drive has been disabled by Computer Setup. |

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Resolving Hardware Conflict

Hardware conflicts occur when two or more peripheral devices attempt to use the same hardware resources. I/O addresses, interrupts, and DMA channels are the most common hardware resources used by peripheral devices.

| | |
|------------------|-----------|
| Base I/O address | 220H |
| Interrupt | IRQ 5 |
| 8-bit DMA | Channel 1 |

When different peripheral devices use the same hardware resources at the same time, the devices and/or the system may not function properly. You can resolve hardware conflicts by ensuring that no devices are configured to use the same hardware resources. These resources can either be dipswitch or jumper settings on the peripheral card or software configurable resources. The Computer Setup selection of your Compaq Utilities allows you to view and modify the settings for the peripheral devices factory installed in your computer. Refer to the User's Guide for the particular peripheral cards you wish to install for information on how to view and select their settings.

To resolve hardware conflicts:

1. Change the hardware settings of your audio card or other peripheral card in your system. Make sure the peripheral card is using any settings used by the factory-installed devices.
2. If you are unsure of the settings of the peripheral cards, you can isolate the source of the problem by temporarily removing all cards not manufactured by Compaq, or resetting the default settings and running Compaq Utilities. After that, add the cards back one at a time until the card that is causing the conflict is found.

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(Lower Front Panel -
Open the CD Storage
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(CD, CD-RW and/or

Removing the Top Door, continued



Removal

4. [Open the CD Storage Door.](#)
5. Pull the top door forward until the top panel tabs release from the slots on the chassis.

Replacement

To replace the Top Door, reverse this procedure.

DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)



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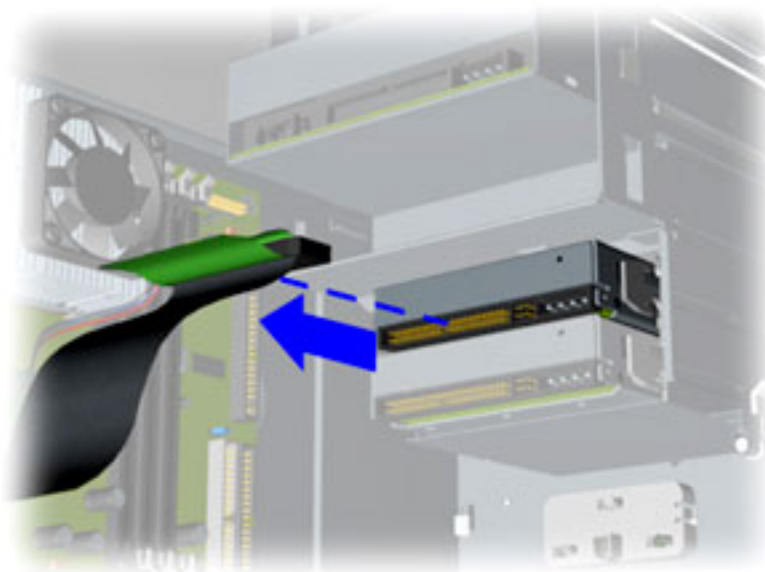
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Removing the Disk Drive, continued



Removal

7. Disconnect data cable connected to the drive.

[Next Step](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
Microprocessor/Heatsink
Assembly)

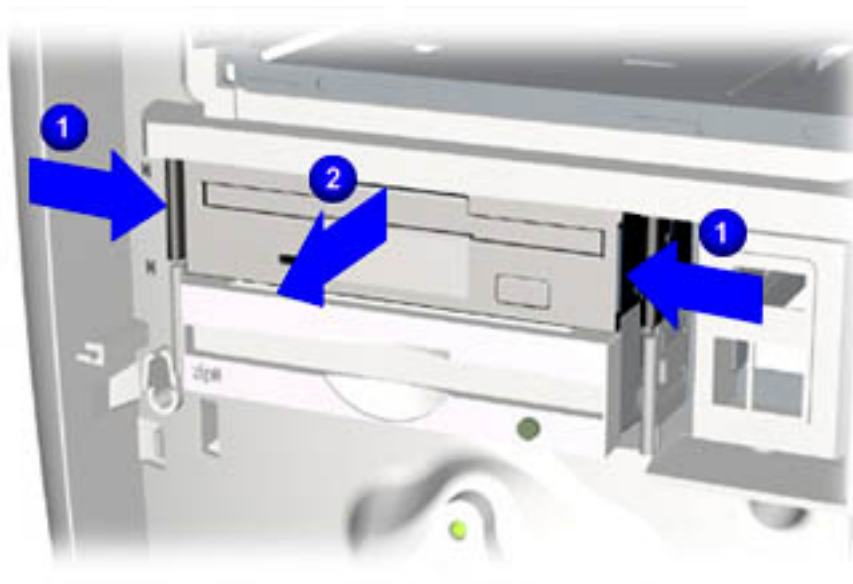


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Removing the Disk Drive, continued



Removal

8. To release the disk drive, press inward on the side rails of the drive and pull the drive from the chassis.

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(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
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Assembly)



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Removal

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To remove the drive rails, pull the drive rails from each side of the drive with a gentle-rocking motion.

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Replacement

To replace the drive rails reverse the previous procedure.

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Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
Microprocessor/Heatsink
Assembly)

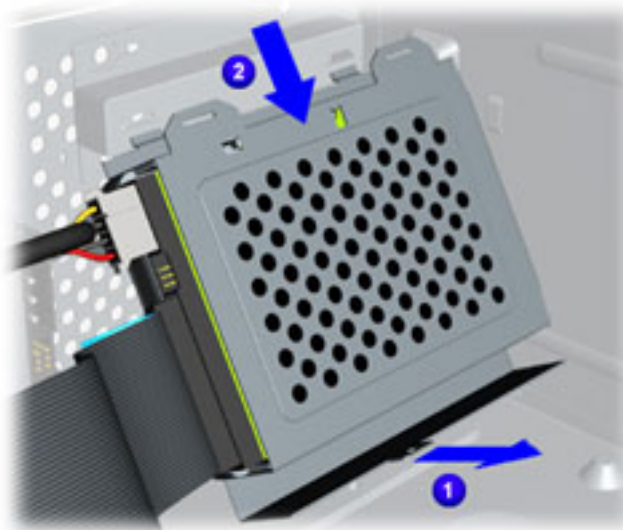


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STORAGE DOOR](#)
(Lower Front Panel -
Open the CD Storage
Door)[OPTICAL AND MASS
STORAGE DEVICES](#)

Removing the Hard Drive, continued



Removal

4. Lift the hard drive bracket (with hard drive attached) from the chassis slots.

[Next Step](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
Microprocessor/Heatsink
Assembly)



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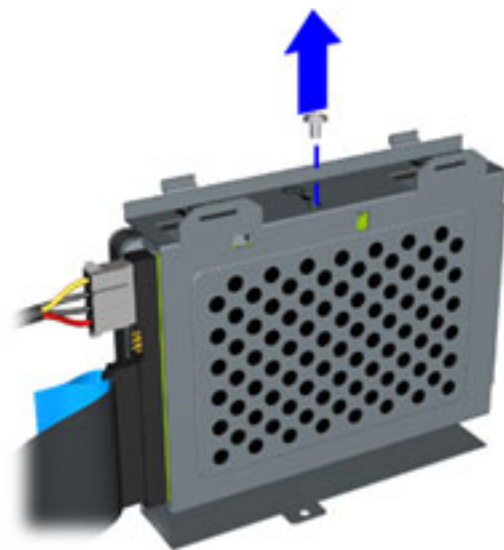
[DISK DRIVE](#)

[REMOVING THE TOP
DOOR](#)

[REMOVING THE CD
STORAGE DOOR](#)
(Lower Front Panel -
Open the CD Storage
Door)

[OPTICAL AND MASS
STORAGE DEVICES](#)

Removing the Hard Drive, continued



Removal

5. Remove the screw securing the hard drive to the hard drive bracket.

[Next Step](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
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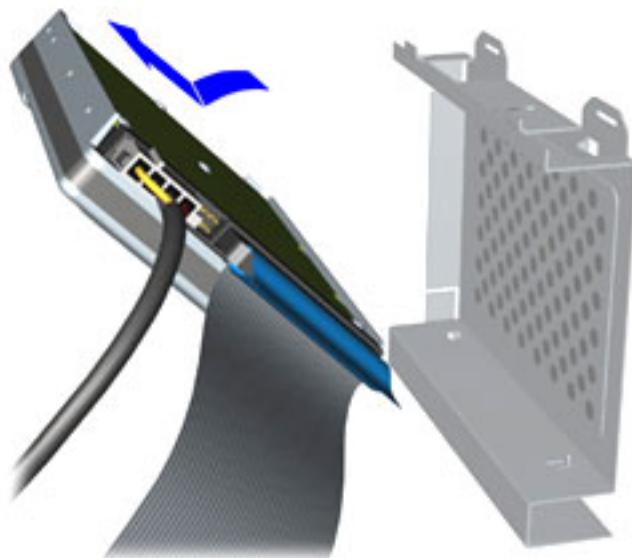
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(Lower Front Panel -
Open the CD Storage
Door)[OPTICAL AND MASS
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Removing the Hard Drive, continued

Removal

6. Remove the hard drive from the hard drive bracket.

[Next Step](#)



(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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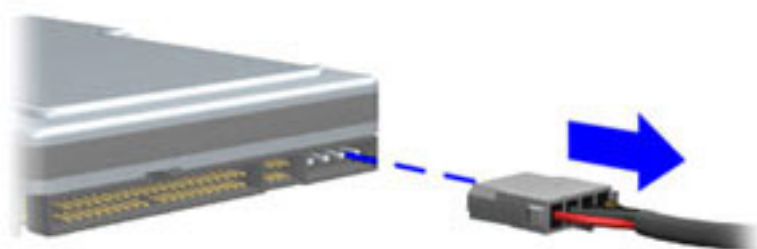
[DISK DRIVE](#)

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[OPTICAL AND MASS
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Removing the Hard Drive, continued



Removal

7. Disconnect the hard drive power cable using a gentle rocking motion.

[Next Step](#)

(CD, CD-RW and/or
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Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,
Microprocessor/Heatsink
Assembly)



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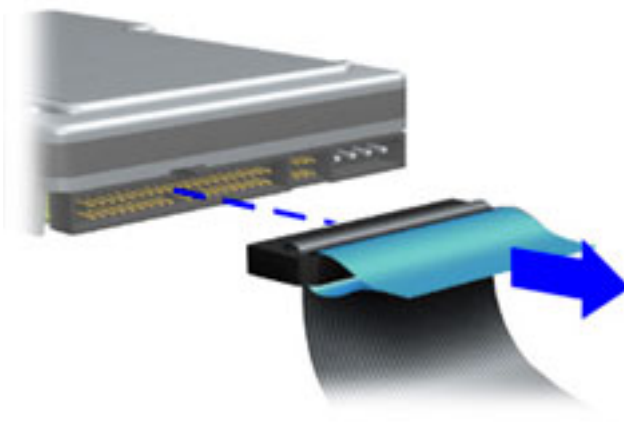
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Removing the Hard Drive, continued



Removal

8. Disconnect the hard drive data cable using a gentle rocking motion.

To replace the hard drive and bracket reverse the previous procedure.

[Return to Optical and Mass Storage Index Page](#)

(CD, CD-RW and/or
DVD Drive, Hard Drive,
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POWER SUPPLY
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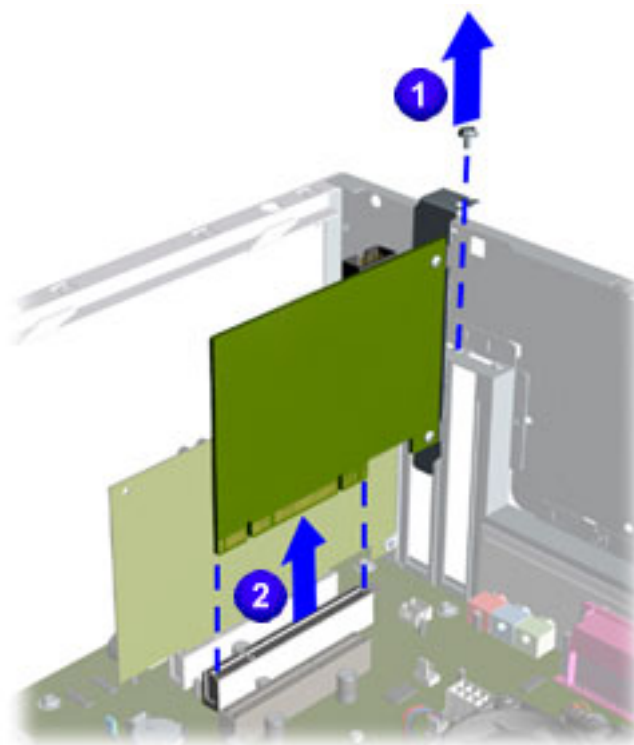
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Removing the 1394 Card (available on select models)



Removal

4. Remove the screw **1** securing the 1394 card.
5. Pull the 1394 card **2** using a gentle rocking motion from the connector on the system board.

Replacement

Important: The 1394 card rear connector must be properly inserted into the rear chassis slot to ensure the card is properly seated into the connector on the system board.

1. Align the card with connector on the system board and rear connector slots on the chassis.
2. Replace the screw to secure the 1394 card to the chassis.

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

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Assembly)

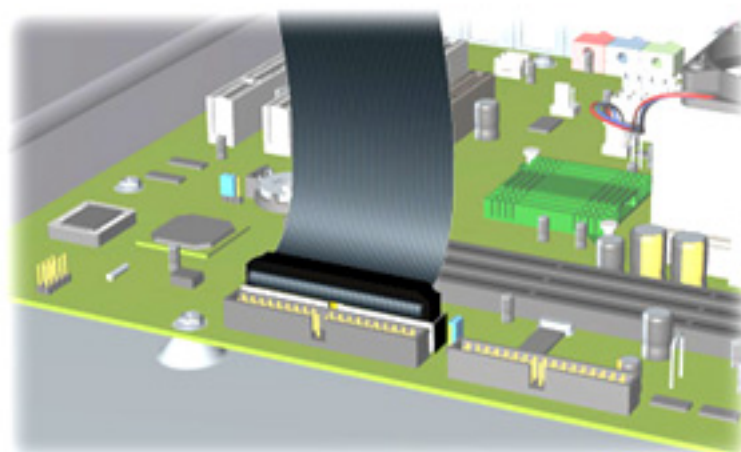
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Cable Positions: CD/CD-RW, and DVD



This image indicates the cable routing for the CD, CD-RW, and/or DVD Drive to the system board.

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DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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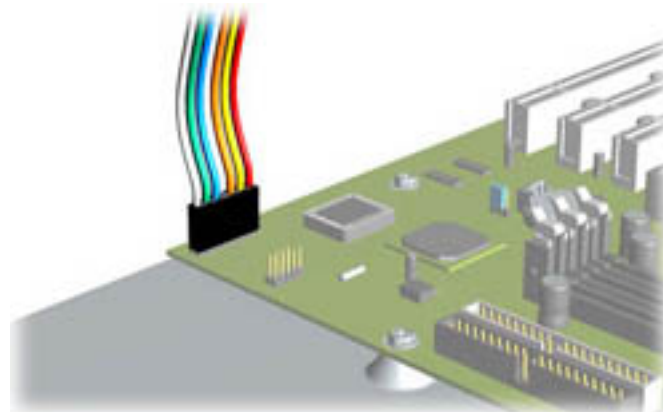
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Service Considerations

Cable Positions: Power Button



This image indicates the cable routing for the Power Button to the system board.

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(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

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(RTC Battery,
Microprocessor/Heatsink
Assembly)

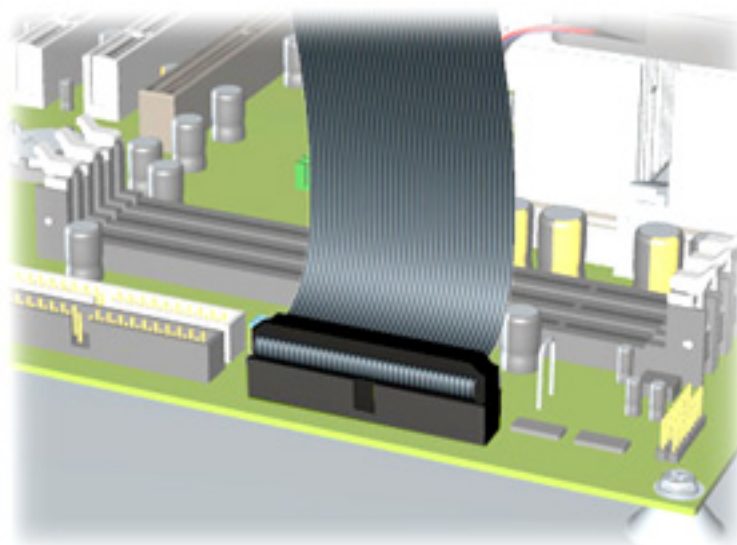
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Service Considerations

Cable Positions: Disk Drive



This image indicates the cable routing for the Disk Drive to the system board.

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DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

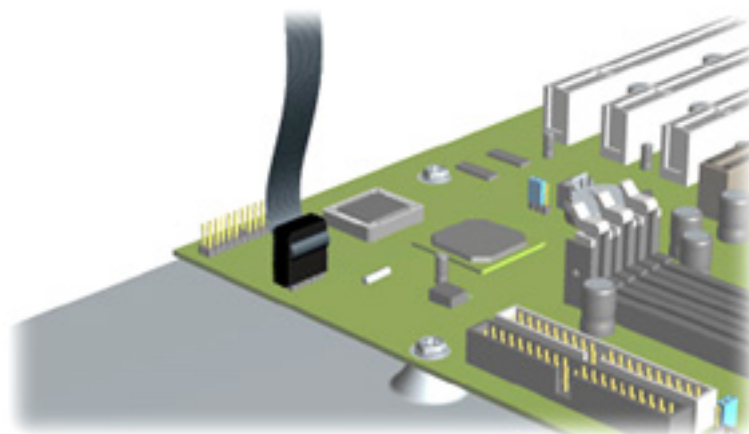
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Service Considerations

Cable Positions: Button Board



This image indicates the cable routing for the Button Board to the system board.

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DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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(RTC Battery,
Microprocessor/Heatsink
Assembly)

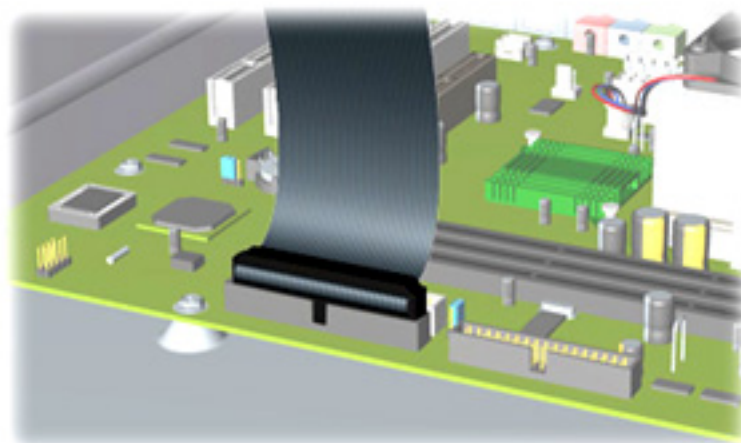
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Service Considerations

Cable Positions: Hard Drive



This image indicates the cable routing for the Hard Drive to the system board.

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DVD Drive, Hard Drive,
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POWER SUPPLY
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(RTC Battery,
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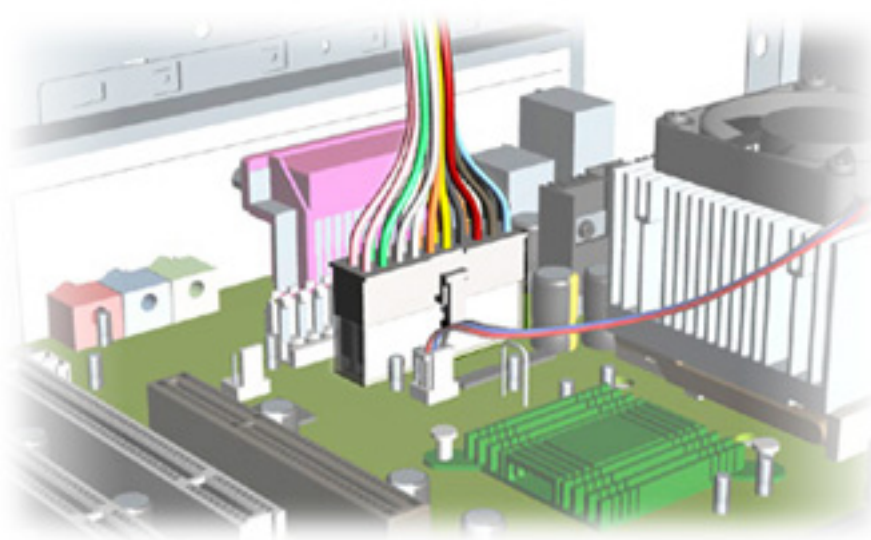
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Cable Positions: Power Supply Assembly

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This image indicates the cable routing for the Power Supply Assembly to the system board.

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DVD Drive, Hard Drive,
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| Model | Processor | Hard Drive | CD/CD-RW/DVD | Secondary Drive | Memory |
|--------|--------------------|------------|------------------|-----------------|------------|
| 5WV210 | Dur/650 MHz Socket | 20.0 | CD-RW | | 64 PC100up |
| 5WV230 | Dur/700 MHz Socket | 20.0 | 40x-tray | | 64 PC100up |
| 5WV230 | Dur/750 MHz Socket | 20.0 | 40x-tray | | 64 PC100up |
| 5WV232 | Dur/700 MHz Socket | 20.0 | 40x-tray | | 64 PC100up |
| 5WV233 | Dur/700 MHz Socket | 10.0 | 40x-tray | | 64 PC100up |
| 5WV235 | Dur/700 MHz Socket | 10.0 | 40x-tray | | 64 PC100up |
| 5WV236 | Dur/700 MHz Socket | 10.0 | CD-RW | | 64 PC100up |
| 5WV237 | Dur/700 MHz Socket | 10.0 | 8x/10x/12x - DVD | | 64 PC100up |
| 5WV250 | Dur/700 MHz Socket | 10.0 | 8x/10x/12x - DVD | | 64 PC100up |
| 5WV251 | Dur/750 MHz Socket | 20.0 | CD-RW | | 64 PC100up |
| 5WV252 | Dur/750 MHz Socket | 20.0 | 40x-tray | CD-RW | 64 PC100up |
| 5WV253 | Dur/700 MHz Socket | 20.0 | CD-RW | | 64 PC100up |
| 5WV254 | Dur/700 MHz Socket | 10.0 | 40x-tray | | 64 PC100up |
| 5WV254 | Dur/700 MHz Socket | 10.0 | 8x/10x/12x - DVD | | 64 PC100up |

| | | | | | |
|--------|-----------------------|------|------------------|-------|-------------|
| 5WV254 | Dur/700 MHz Socket | 20.0 | 40x-tray | | 64 PC100up |
| 5WV254 | Dur/700 MHz Socket | 20.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV255 | Dur/750 MHz Socket | 30.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV256 | Dur/700 MHz Socket | 20.0 | 8x/10x/12x - DVD | | 128 PC100up |
| 5WV257 | Dur/700 MHz Socket | 20.0 | 8x/10x/12x - DVD | | 64 PC100up |
| 5WV260 | Dur/700 MHz Socket | 20.0 | 40x-tray | | 64 PC100up |
| 5WV260 | Dur/700 MHz Socket | 20.0 | 40x-tray | CD-RW | 64 PC100up |
| 5WV261 | Dur/750 MHz Socket | 30.0 | 40x-tray | CD-RW | 64 PC100up |
| 5WV270 | Dur/750 MHz Socket | 2030 | 40x-tray | CD-RW | 64 PC100up |
| 5WV271 | Ath/900 MHz Socket | 40.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV272 | Dur/750 MHz Socket | 20.0 | CD-RW | | 64 PC100up |
| 5WV275 | Dur/750 MHz Socket | 20.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV275 | Ath/800 MHz Socket | 40.0 | 40x-tray | CD-RW | 128 PC100up |
| 5WV277 | Dur/750 MHz Socket | 20.0 | 40x-tray | CD-RW | 64 PC100up |
| 5WV280 | Ath/900 MHz Socket | 30.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV280 | Ath/850 MHz Socket | 20.0 | 8x/10x/12x - DVD | CD-RW | 128 PC100up |
| 5WV280 | Dur/800 MHz Socket | 20.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV282 | Ath/900 MHz Socket | 20.0 | 8x/10x/12x - DVD | CD-RW | 128 PC100up |
| 5WV283 | Ath/800 MHz Socket | 20.0 | 40x-tray | | 64 PC100up |
| 5WV283 | Ath/1 GHz Socket | 30.0 | 40x-tray | | 64 PC100up |
| 5WV283 | Ath/850 MHz Socket | 30.0 | 40x-tray | CD-RW | 64 PC100up |

| | | | | | |
|--------|-----------------------|-----------------|------------------|-------|-------------|
| 5WV284 | Ath/850 MHz Socket | 20.0 | 8x/10x/12x - DVD | | 64 PC100up |
| 5WV285 | Ath/900 MHz Socket | 40.0 | 8x/10x/12x - DVD | CD-RW | 128 PC100up |
| 5WV287 | Ath/900 MHz Socket | 20.0 | 8x/10x/12x - DVD | CD-RW | 128 PC100up |
| 5WV287 | Ath/900 MHz Socket | 20.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV289 | Ath/900 MHz Socket | 20.0 | 8x/10x/12x - DVD | CD-RW | 128 PC100up |
| 5WV290 | Ath/1 GHz Socket | 30.0 | 8x/10x/12x - DVD | CD-RW | 128PC100 up |
| 5WV290 | Ath/1 GHz Socket | 30.0 | 8x/10x/12x - DVD | | 128 PC100up |
| 5WV293 | Ath/950 MHz Socket | 40.0 | 8x/10x/12x - DVD | CD-RW | 128 PC100up |
| 5WV294 | Ath/1 GHz Socket | 4030 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV295 | Ath/1GHz Socket | 20.0 | 8x/10x/12x - DVD | | 64 PC100up |
| 5WV295 | Ath/1 GHz Socket | 30.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV295 | Ath/1 GHz Socket | 60.0 | 8x/10x/12x - DVD | CD-RW | 64 PC100up |
| 5WV296 | Ath/850 MHz Socket | 20.0 | 40x-tray | CD-RW | 128 PC100up |
| 5WV296 | Ath/1 GHz Socket | 30.0 | 8x/10x/12x - DVD | CD-RW | 128 PC100up |
| 5WV297 | Ath/950 MHz Socket | 40.0 | 8x/10x/12x - DVD | CD-RW | 128 PC100up |
| 5WV297 | Ath/1 GHz Socket | 30.0 7200RPM | 8x/10x/12x - DVD | CD-RW | 128 PC100up |

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CPU Controls and Lights



1. CD-ROM, CD-RW, or DVD tray
(DVD drive available on selected models)
2. CD-ROM, CD-RW, or DVD Activity Light
3. Disk Drive Slot
4. Disk Drive Activity Light
5. Disk Drive Eject Button
6. Hard Drive Activity Light
7. CD Storage Tray
8. CD-ROM, CD-RW, or DVD Manual Eject Hole
9. CD-ROM, CD-RW, or DVD Manual Eject Button
10. Dual USB Connectors
11. Power On Light
12. Power On Button



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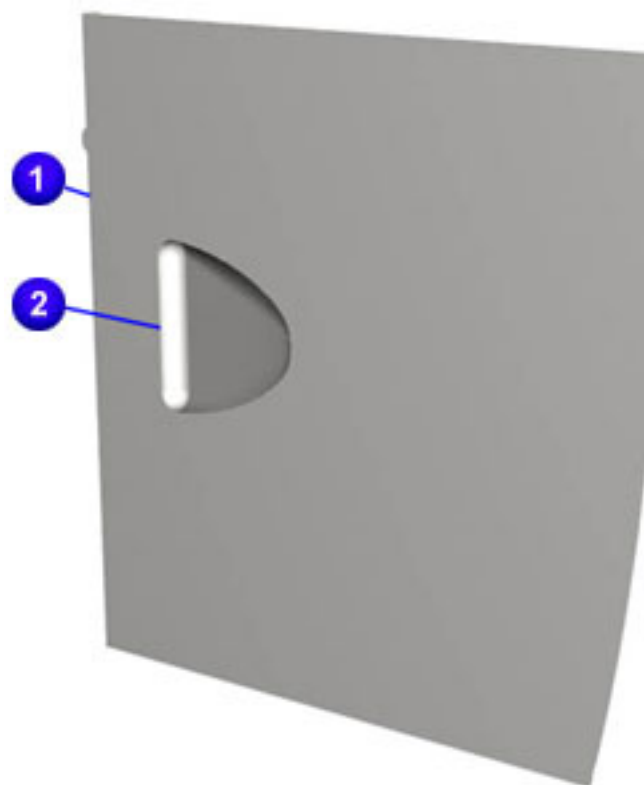
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Side Access Panel



1. Side Access Panel
2. Side Access Panel Handle

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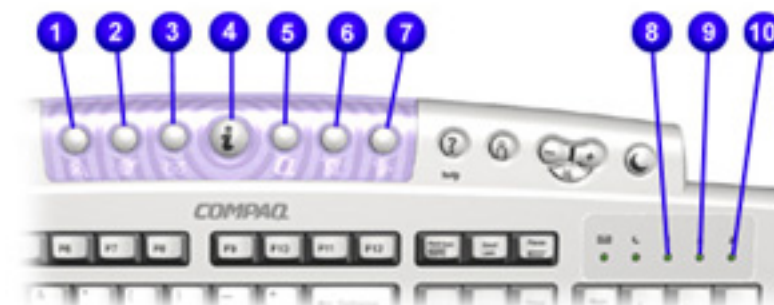
Internet Keyboard Controls

CD/DVD Control Button Suite



1. CD/ DVD Play/ Pause
2. CD/ DVD Previous Track
3. CD/ DVD Next Track
4. CD/ DVD Stop
5. CD/ DVD Load/ Eject
6. Volume Down Button
7. Mute Button
8. Volume Up Button
9. Sleep Button

Internet Button Suite



1. Instant Search
2. Communication
3. Instant E-mail
4. Instant Internet
5. My Presario
6. Compaq Online Shopping
7. Entertainment
8. Num Lock
9. Caps Lock
10. Programmable

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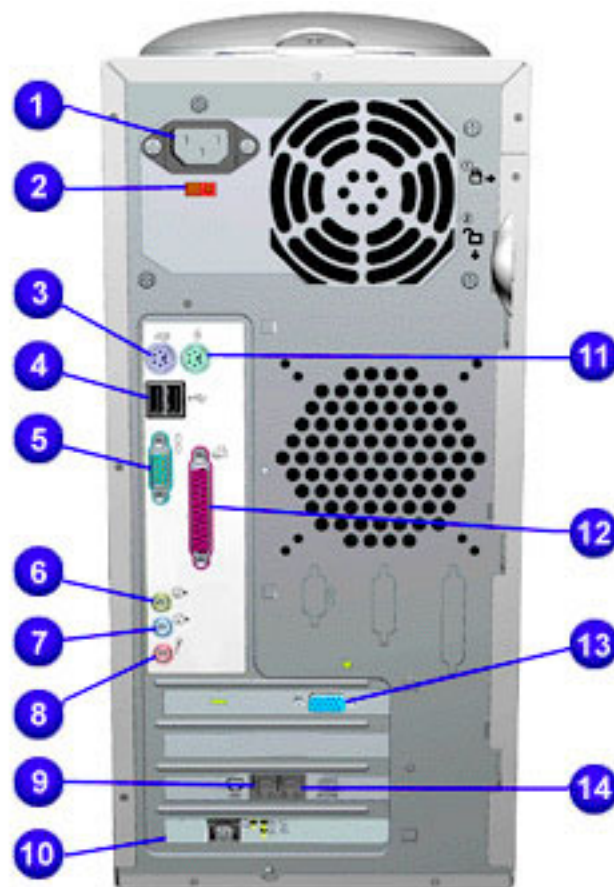
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Rear CPU Connectors



1. AC Power Connector
2. Voltage Select Switch
3. PS2 Port for Keyboard
4. USB Port for connecting an Internet Keyboard or other USB devices
5. Serial Port for connecting a serial peripheral device
6. Audio Out
7. Audio In
8. Microphone
9. Modem (from phone line)
10. Network Interface Card (NIC)
11. PS2 Port for Mouse
12. Parallel Port (Printer)
13. Video Port (Monitor)
14. Modem (out to phone)

| | |
|------------|---|
| IMPORTANT: | Connectors may vary depending on the model selected |
|------------|---|



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Power Cord Set Requirements

Requirements:

The power cord set (flexible cord and wall plug) received with the computer meets the requirements for use in the country where the computer was purchased.

Power cord sets for use in other countries must meet the requirements of the country where you use the computer. For more information on power cord set requirements, contact your Compaq authorized dealer, reseller, or service provider.

General Requirements:

The requirements listed below are applicable to all countries:

1. The length of the power cord set must be at least 6.00 feet (1.8 m) and a maximum of 9.75 feet (3.0 m).
2. All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be used.
3. The power cord set must have a minimum current capacity of 10A and a nominal voltage rating of 125 or 250 Volts AC, as required by each country's power system.
4. The appliance coupler must meet the mechanical configuration of an EN 60 320.IEC 320 Standard Sheet C13 connector, for mating with appliance inlet on the Switch Box.

Country-Specific Requirements:

| Country | Accredited Agency |
|---------------|-------------------|
| United States | UL* |
| US/Canada | UL and CSA |

* The flexible cord must be Type SJT-2 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with the NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.



NOTICE

The information in this guide is subject to change without notice.

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October 2000

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PREFACE

This Maintenance and Service Guide is a troubleshooting guide that can be used for reference when servicing the Compaq Presario Series Personal Computers.

Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 5400 Series Personal Computers without notice.

Symbols

The following words and symbols mark special messages throughout this guide.

| | |
|--|---|
|  WARNING | Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life. |
|  CAUTION | Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of data. |
| IMPORTANT | Text set off in this manner presents clarifying information or specific instructions. |
| NOTE | Text set off in this manner presents commentary, sidelights, or interesting points of information. |

Technician Notes



WARNING: Only authorized technicians trained by Compaq should repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, the user should not attempt to make repairs at the component level or to make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or printed circuit board modifications may void any warranty.

Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario documentation set
- Introducing Windows 98 Guide
- Service Training Guides
- Compaq Service Advisories and Bulletins
- Compaq QuickFind
- Compaq Service Quick Reference Guide
- Compaq Help Center

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